



**TERMS AND CONDITIONS  
ONLINE SALES  
AND USE OF THE  
SHINEON WEBSITE**

## Table of content

I.	Définitions .....	2
II.	Terms and Conditions for Use of the ShineOn Website («Terms of Use»).....	3
	2.1. Terms of Use of the ShineOn Website.....	3
	2.2. Privacy Statement (Privacy) .....	3
	2.3. Intellectual property .....	3
	2.4. Applicable right.....	3
III.	Terms and Conditions of Product Purchase via the ShineOn Website («Terms and Conditions»).....	4
	3.1. Application and acceptance of the General Conditions.....	4
	3.2. Online account .....	5
	3.3. Purchase.....	5
	3.4. Price.....	5
	3.5. Right to retract.....	6
	3.6. Responsibility.....	7
	3.7. Personal data .....	7
	3.8. Ownership and conformity of products.....	7
	3.9. Proof .....	8
	3.10. Questions and Complaints.....	8
	3.11. Applicable law and jurisdiction.....	8



## I. Définitions

---

The words referred to below shall have the following meanings:

« **Customer** » : the natural or legal person who visits the Websites makes a purchase, regardless of the place and the means used for this purpose. In Section III, the «client» refers to a natural person who is of legal age or has the consent of a parent or guardian.

« **Consumer** » : the Customer who is a natural person and who uses Renotech, the Website and / or acquires or uses Renotech products or services for purposes that are not part of his commercial, industrial, artisanal or liberal activity .

« **Renotech** » : **ShineOn** is a Renotech snc brand, with its registered office at 1300 Wavre, avenue Maupassant, 3, registered with the Crossroads Bank of Enterprises under number 0659.817.259, Tel. 0496 / 275.575 (reachable from Monday to Friday from 9 am to 5 pm), E-mail: info.renotechsolutions@gmail.com, account number (IBAN) BE48 7512 0835 4727.

« **Establishment** » : physical sales area of Renotech or its participating affiliated stores located in Belgium or France, where contact with the Customer is possible.

«**Partner**»: company contractually linked to Renotech.

«**Websites**»: [www.shine-on.com](http://www.shine-on.com)

«**End use**»: use exclusively for direct consumption or use of the products in accordance with their use.

## **II. General Terms and Conditions for Use of the Website (Terms of Use)**

---

### **2.1. Terms of Use of the ShineOn Website**

2.1.1 The Terms of Use apply to each visit and use of the Website, without prejudice to other applicable conditions, including the Privacy Statement. The visit and use of the Website is at the sole risk of the user. By accessing the Website, the user acknowledges being bound by these Terms of Use.

2.1.2 Renotech makes every effort to ensure that the information provided on the Website is accurate and may, from time to time, adapt or update such information without prior notice. Renotech, its management, its employees and / or the third parties to whom the Website refers, in no way guarantee, either explicitly or implicitly, that the Website functions properly, without fault and without viruses, or that the content of the Website Web is correct and complete, and explicitly disclaims in this context any liability for any direct or indirect damage that would occur due to the access and / or use of the Website by the Customer.

2.1.3 The Website may contain hyperlinks to other websites that may not be technically controlled or reviewed by Renotech. Therefore, Renotech, its management and its employees can not guarantee the completeness or accuracy of the content offered by such links, nor the accessibility of these websites. Therefore, Renotech takes no responsibility for any direct or indirect damage that would occur from the use of these websites.

### **2.2. Privacy Statement (Privacy)**

In relations with its Clients, Renotech complies with the Law of 8 December 1992 on the protection of privacy with regard to personal data. For more information on this subject, as well as for information concerning the use of Cookies, it is referred to the applicable Privacy Statement as set out on the Website.

### **2.3. Intellectual property**

2.3.1. The Renotech name and logo and the ShineOn logo, regardless of how they are used, are names and trademarks protected by national and international registrations.

2.3.2. The content of the Website is protected by copyright, trademark and other intellectual property rights. None of these rights are transferred to the user of the Website. The information mentioned on the Website may not be made public, reproduced or adapted without the prior consent of Renotech, except for personal use.

### **2.4. Applicable right**

Any dispute arising out of or in connection with the use of the Website or the acceptance, interpretation or compliance with these Terms of Use is the exclusive competence of the competent courts of Brussels, which will apply Belgian law.

### **III. General Conditions for the purchase of products via the ShineOn Website**

---

#### **3.1. Application and acceptance of the General Conditions**

3.1.1. These Terms and Conditions are subject to both the purchase via the Website and the subsequent delivery. Only the Terms and Conditions apply to the relationship between the Customer and Renotech. Any terms and conditions of the Customer may only be applied if they (1) do not conflict with these General Conditions, (2) have been duly communicated and (3) have been expressly accepted by Renotech.

3.1.2. As stipulated, where applicable, certain provisions of these General Terms and Conditions will only be applicable to Consumers.

3.1.3. Renotech is free to modify these Terms and Conditions at any time and these modified conditions will apply as soon as they are published on the Website. Any purchase made before the entry into force of the modified conditions will however apply the conditions valid at the time of the purchase. It is the responsibility of the Customer to consult the conditions in force before confirming his purchase.

3.1.4. During the confirmation of order, the Customer will be able to see a preview of this one, as well as a link towards the General Conditions in a format that can be registered and / or printed by the Customer.

3.1.5. An order can be placed via the Web Site. The Customer makes the choice of language by displaying the Website in his language by the flag located at the top. The subsequent communication between Renotech and the Client will be in the language chosen by the Client.

3.1.6. Orders are possible and valid worldwide.

### **3.2. Online account**

3.2.1. Before placing an order on the Website, the Customer must register on the Website by completing the application form to become an agent («Online Account»). The Customer guarantees that the data he completes for this purpose on the Website are correct and truthful. After assigning an agent number, the Customer may use the services offered on the Website by identifying himself via the Online Account using his e-mail address (username) and his word password. The Customer may change his password at any time. The Customer is solely responsible for the use and confidentiality of his password and the management and use of his Account online.

3.2.2. Renotech reserves the right to remove, disable or block access to the Online Account by abuse of the latter or in case of other breaches of these Terms and Conditions or other conditions in effect in the context of the relationship between the Customer and Renotech. In this case, the Customer can not claim any compensation or compensation.

### **3.3. Purchase**

3.3.1. On the Website, the Customer must register or, if he already has an Account online, identify himself using his username and password, before performing a purchase.

3.3.2. When the order is closed, an overview will be given of the total price (excluding transport costs which are billed separately by Denmark). In order to proceed with the purchase, the Customer must formally confirm his order and for this purpose, he must first accept the application of the General Terms and Conditions by ticking the appropriate box.

3.3.3. After confirmation of the purchase by the Customer on the Website, a confirmation containing the preview of it is sent by email to the Customer («Confirmation Email») to the email address mentioned in the Online Account. created by the Customer.

### **3.4. Price**

3.4.1. All prices mentioned on the Website are exclusive of VAT. These prices can however be modified at any time.

3.4.2. Renotech ensures to the best of its ability that the information and prices mentioned on the website are free from mistakes or errors. However, it can not be ruled out that mistakes sometimes slip into communication. In such cases, Renotech may not be compelled to enter into an agreement on the terms that are apparent from the posting error and can not be held responsible for any direct or indirect consequences that may result. Renotech has the right to adapt at any time the information and prices appearing on the Website.

## 3.5. Right to retract

### 3.5.1. Overview

Consumers have the right, within 14 days and giving the reason, to waive the agreement between the Customer and Renotech. This period runs short the day after the products are taken by or on behalf of the Customer («Retraction Period»). The Customer may exercise his right of withdrawal by means of the withdrawal form available on the site (see also Annex 1: Retraction Form), to be completed and returned by post or email to Renotech, or by sending to Renotech another unambiguous statement to that effect, all of which must be sent before the expiry of the withdrawal period. Although the withdrawal can be made orally, it is advisable to report it in writing, as the burden of proof of exercising the right of withdrawal rests with the Consumer.

### 3.5.2. The consequences of the right of withdrawal

After completing the withdrawal form, the Consumer returns the product at his own expense. As soon as the goods are received, it will be immediately refunded the amounts paid to Renotech as part of its online purchase, including delivery costs. This refund comes immediately, and in any case not later than 14 days after receipt of the goods. Renotech reimburses the Consumer by the same means of payment as the one by which the Consumer made the original transaction. In all cases, no cost can be charged to the Consumer as a result of this refund. Immediately and in any case within 14 days from the date on which the Consumer communicated to Renotech his decision to waive the agreement («Return Time»), the Consumer must return the products by mail (at his fresh). (postmark as proof).

The Consumer is liable for any loss of value of the products resulting from the use of these products in excess of what is necessary to establish the nature, the brand or the proper functioning of the products.

### 3.5.3. Exception to the right of withdrawal

The Consumer can not exercise his right of withdrawal to:

- The delivery of sealed products that are not suitable for return for health protection reasons or for hygiene reasons and have been opened.

### **3.6. Responsibility**

3.6.1. Renotech can not be held responsible if the delivery of purchased products takes place late. In this case, Renotech will ensure as far as possible to contact the Customer to enable him to partially or totally cancel his purchase or change the time of delivery. Renotech can not be held responsible for any indirect or consequential damage or any damage that was not foreseeable at the time of the conclusion of the contract with the Customer.

3.6.2. In order to make a purchase, the Customer must be of age or have the authorization of his parent or guardian.

3.6.3. Renotech has always the right to refuse or cancel a sale if there is a prior dispute with the Client concerned. In addition, Renotech always has the right to contact the Customer to verify the accuracy of the purchase, as well as to limit a sale if the quantities reserved are unreasonably large (eg a number of products that is not usual for final use) and to offer another quantity or to set a new niche for removal.

### **3.7. Personal data**

In its relationship with its Clients, Renotech complies with the law of 8 December 1992 on the protection of privacy with regard to the processing of personal data. For further information in this regard, reference may be made to the Privacy Statement as stated on the Website.

### **3.8. Ownership and conformity of products**

3.8.1. As regards the conformity of products:

- Renotech warrants that the products meet reasonable expectations of reliability and usability.
- Renotech guarantees that, at the date of formation of the sales agreement, the products comply with the applicable legal provisions.

3.8.2. If the Customer finds a non-compliance or a visible defect, he must immediately report it to Renotech under pain of forfeiture. The previous paragraph is no exception to the following:

- The rights recognized by article 1649bis and following of the Civil Code, insofar as the Customer is a Consumer.
- The rights recognized by Article 1641 and following of the Civil Code, insofar as the Customer is not a Consumer, in which case, until proven otherwise, Renotech is always presumed not to have known of the hidden defect .



### **3.9. Proof**

Customer agrees that recorded communications and electronic files may be used as evidence. The Customer also agrees that telephone conversations with Renotech may be recorded as evidence of any relevant fact.

### **3.10. Questions et Complaints**

If you have any questions or comments, please send us an email at (info@shineonrenotech.com) or via the online contact form or by post at the following address:

Renotech  
avenue Maupassant, 3  
1300 Wavre

Renotech makes every effort to respond as quickly as possible to a complaint, if possible within 72 hours, and is always looking for a satisfactory solution.

### **3.11. Applicable law and jurisdiction**

Any dispute will be governed by Belgian law. Only the Belgian courts are competent.



## Appendix 1: Retraction Form Template

(\* ) Delete the «useless» words.

(Please complete and return this form only if you wish to withdraw from the contract)

- To the attention of

Renotech snc  
avenue Maupassant, 3  
1300 Wavre E-mail: info@shineonrenotech.com

- I / We (\*) notify you / notify (\*) hereby my / our (\*) retraction of the contract for the sale of the property below  
.....

- Ordered on (\*) / received on (\*) .....

- Name of the consumer (s) .....  
.....

- Address of the consumer (s) .....  
.....

- Date .....

- Signature of the consumer (s) (only in case of notification of this form on paper)  
.....