

General Terms and Conditions of Sale (GTC)

Maison Jacobs

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These General Terms and Conditions of Sale (hereinafter "GTC") govern the sales and pre-sales of premium teas and experiences organized by Maison Jacobs. Maison Jacobs markets high-end teas (green, black, white) and offers immersive experiences with a social impact, including plantation visits and "team-building" activities.

Article 1 – Definitions

- Client: Any individual or legal entity purchasing a product or service on the site.
- Products: Premium teas offered for sale or pre-order.
- Services: Experiences, visits, and "team-building" activities.
- Pre-order: An order placed before production or harvest, with a deferred delivery timeframe.

Article 2 – Scope

These GTC apply to any order placed via the Maison Jacobs e-commerce site. They prevail over any other document unless previously agreed in writing by Maison Jacobs.

Article 3 – Acceptance of Conditions

The Client acknowledges having read and accepted these GTC before validating their order. Validation constitutes full and complete acceptance.

Article 4 – Products and Social Commitment

Maison Jacobs offers premium teas cultivated using environmentally friendly practices. Plantations and harvests are carried out with the participation of individuals in social reintegration programs.

Article 5 – Pre-orders and Production

Products in pre-order are clearly indicated as such, with an estimated harvest and shipping date. In case of agricultural uncertainties (poor harvest, force majeure), Maison Jacobs will inform the Client and offer a postponement, an equivalent product, or a refund.

Article 6 – Price and Payment

Prices are indicated in euros (€), including all taxes. Payment is made via secure means proposed on the site.

Article 7 – Delivery

Products are delivered to the address indicated by the Client. The Client must check the condition of the packages upon receipt and report any anomalies within 48 hours.

Article 8 – Right of Withdrawal

The Client has 14 days from receipt to exercise their right of withdrawal, except for perishable or unsealed goods. Returned products must be intact and in their original packaging.

Article 9 – Team-Building Services

Services are offered at distinct rates for B2C and B2B clients. Compliance with site safety instructions is mandatory.

Article 10 – Legal Guarantees

Maison Jacobs guarantees the conformity of the products and the absence of hidden defects.

Article 11 – Liability

Maison Jacobs is not responsible for delays or non-performance due to external causes or force majeure.

Article 12 – Intellectual Property

All elements of the site are the exclusive property of Maison Jacobs.

Article 13 – Personal Data

Data is collected for order management and customer service. It is neither sold nor transferred to unauthorized third parties.

Article 14 – Force Majeure

Neither party shall be held liable in case of force majeure preventing the execution of the contract.

Article 15 – Applicable Law and Disputes

These GTC are governed by Belgian law. Competent courts are those of the judicial district of Walloon Brabant.