

## **General Terms and Conditions of Sale (T&Cs)**

### **1. Scope**

These General Terms and Conditions of Sale (T&Cs) apply to all product sales made on the website [www.clinisciencences.com](http://www.clinisciencences.com) by CliniSciences, intended for professionals in research and the pharmaceutical industry.

### **2. Products and Availability**

The products presented on the website are intended for professional use and must be handled by qualified personnel. The availability of items is indicated on the site and may be subject to change without notice.

### **3. Orders**

Orders can be placed via the website, email, or phone. By placing an order, the customer fully accepts these T&Cs. CliniSciences reserves the right to refuse an order if it has doubts about the customer's ability to meet their commitments.

### **4. Prices and Payment**

Prices are shown in euros excluding taxes and shipping fees. Payment must be made according to the agreed methods (bank transfer, credit card, etc.). Any delay in payment will incur penalties in accordance with applicable regulations.

### **5. Delivery**

Deliveries are made according to the EXW (Ex Works) Incoterm. The customer assumes full responsibility for organizing transportation and the associated costs once the goods are made available at CliniSciences' premises. Delivery times are indicative and may vary depending on stock availability and transport conditions. CliniSciences is not liable for delays caused by transporters or exceptional circumstances.

### **6. Receipt and Claims**

The customer must verify the condition of the products upon receipt and report any anomalies within 48 hours. In the case of non-conformity, CliniSciences will offer a replacement or refund according to the applicable terms.

### **7. Return and Right of Withdrawal**

The products sold are intended for professional use, and no right of withdrawal applies unless explicitly agreed by CliniSciences. All orders are final and binding. Returns will not be accepted unless the product is non-conforming or defective. Any return must be approved in advance by our customer service.

### **8. Warranty and Liability**

Products are covered by the statutory warranties in force. CliniSciences cannot be held responsible for improper use of the products or damages resulting from improper handling.

### **9. Intellectual Property**

All products, trademarks, logos, documents, and information provided by CliniSciences are protected by intellectual property laws. The customer is solely responsible for the use of the products and associated data. It is the customer's responsibility to ensure compliance with the relevant intellectual property rights. CliniSciences will not be held liable for any non-compliant use of intellectual property rights.

**10. Confidentiality and Data Protection**

The information collected is processed in accordance with data protection regulations. The customer has the right to access, correct, and delete their data.

**11. Disputes and Applicable Law**

These T&Cs are governed by French law. Any dispute will be subject to the exclusive jurisdiction of the courts of the jurisdiction of CliniSciences' registered office.

**12. Modification of T&Cs**

CliniSciences reserves the right to modify these T&Cs at any time. The conditions applicable are those in effect at the time of the order.

**Contact**

For any questions, CliniSciences' customer service can be reached via the contact details provided on the website [www.clinisciences.com](http://www.clinisciences.com).