

TERMS & CONDITIONS OF SALE – SMART TEC

Effective as of 05/12/2025

1. Purpose

These Terms & Conditions of Sale (TCS) govern all sales made on the website www.smart-tec.fr between SMART TEC and any customer (consumer or professional). Placing an order implies full and unconditional acceptance of these TCS.

2. Company Information

SMART TEC

SASU with share capital of €35,000

Registered office: 66 Avenue des Champs-Élysées, 75008 Paris, France

RCS Paris: 892 889 759

EU VAT: FR30892889759

Email: smarttec.fr@gmail.com

Phone / WhatsApp: +33 6 12 36 90 78

3. Products

SMART TEC sells, among others:

- electronic materials and systems,
- domotics / smart home devices and accessories,
- electrical and IoT equipment,
- alarm systems, security equipment and cameras,
- elevator spare parts,
- various imported equipment,
- maintenance services and technical support.

Descriptions are provided as accurately as possible. Pictures are non-contractual.

4. Prices

Prices are displayed in euros (€), either VAT included or excluded depending on the customer profile. Shipping fees are shown before final confirmation. Prices may change at any time, but the applicable price is the one displayed at the time of order.

5. Orders

An order becomes final after:

- validation of the cart,
- acceptance of the TCS,

- full payment.

SMART TEC reserves the right to refuse or cancel any order in case of dispute, non-payment, or suspected fraud.

6. Payment

Accepted payment methods may include:

- credit/debit cards (Visa, Mastercard...),
- bank transfer,
- PayPal,
- any other method indicated on the site.

Payments are secured. SMART TEC does not access or store banking information.

7. Delivery

7.1 Delivery Areas

France, the European Union, and international destinations when available.

7.2 Carriers

Colissimo, Mondial Relay, UPS, DHL, or other logistics partners depending on options offered.

7.3 Delivery Times

Delivery times are indicative only and may vary depending on the carrier selected by the customer at checkout, the destination, and external factors beyond SMART TEC's control. Estimated timeframes are as follows:

- France: 4–10 business days
- European Union: 10–20 business days
- International: 20–40 business days, when available. Delivery times for international orders may vary significantly depending on the destination country and the carrier selected.

SMART TEC is not responsible for delays caused by carriers, customs, or force majeure events.

In case of a lost or undelivered package, please contact us within 14 days of the expected delivery date at: smarttec.fr@gmail.com or info@smart-tec.fr

7.4 Return Address

SMART TEC – Returns Department, 54 Rue d'Auvergne, 36000 Châteauroux, France

8. Right of Withdrawal

Consumers have 14 days from the date of receipt to exercise their right of withdrawal under EU consumer law. Exceptions may apply (customized items, opened sealed software, opened hygiene products, etc.).

9. Returns & Refunds

All return requests must be sent to smarttec.fr@gmail.com. Returned products must be in perfect condition and in original packaging. Refunds are issued within 14 days after verification, using the original payment method. Return shipping costs are generally borne by the customer unless the return results from an error by SMART TEC.

10. Warranties

Products benefit from:

- the legal conformity warranty,
- the warranty against hidden defects,
- any applicable manufacturer warranties.

Improper installation, misuse, or modifications are not covered.

11. Liability

SMART TEC is not liable for indirect damages, data loss, incompatibility issues, or improper installation performed by third parties.

12. Personal Data

Data is processed in accordance with our Privacy Policy available on the website.

13. Intellectual Property

All elements on the website are protected by intellectual property laws. Any reproduction is prohibited without written consent.

14. Applicable Law

These TCS are governed by French law. In case of dispute, an amicable solution will be sought first; otherwise, competent courts will have jurisdiction.