

General Terms and Conditions of Sale (GTC)

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1. Preamble

These General Terms and Conditions of Sale (GTC) govern the contractual relationship between Imprimy (hereinafter referred to as "the Seller") and any individual or entity (hereinafter referred to as "the Client") wishing to make a purchase via the website <https://imprimy.com/> (hereinafter referred to as "the Site").

2. Acceptance of the GTC

Any order placed on the Site implies the Client's unconditional acceptance of these General Terms and Conditions of Sale (GTC). The GTC may be modified at any time by the Seller. The applicable GTC are those in effect on the date of the order.

3. Products and Services Offered

The Seller offers for sale 3D printed objects and 3D modeling and scanning services. The essential characteristics of the products and services are described on the Site.

4. Order

4.1. Order Process

4.1.1. Order Process for a 3D Printed Object

To place an order, the Customer must follow the online process:

1. Select the products
2. Add to cart
3. Review the cart
4. Log in or create a customer account
5. Choose delivery options
6. Select the payment method
7. Confirm the order

4.1.2 Order Process for Custom Goods and Services

Ordering custom goods or services on the Site follows a specific process due to the tailored nature of these products. The process is outlined as follows:

Request for a Quote:

- The Customer submits a quote request via the contact form on the Site or by email to amaury@imprimy.com.
- The request must include all necessary information for preparing the quote (project description, technical specifications, desired materials, dimensions, etc.).

Initial Contact and Needs Analysis:

- Upon receiving the request, the Seller contacts the Customer by email or phone to discuss the project details and clarify the Customer's needs and expectations.

Preparation of the Quote:

- After the initial exchange, the Seller prepares a detailed quote that includes a description of the custom good or service, technical specifications, production timeline, delivery conditions, and price.
- The quote is sent to the Customer via email for approval.

Quote Approval:

- The Customer reviews the quote and may request modifications or clarifications if needed.
- Once the quote is accepted, the Customer must return the signed quote by email or mail to the indicated address.

Order Confirmation:

- Upon receiving the signed quote, the Seller sends an order confirmation to the Customer by email. This confirmation includes a summary of the order details, total amount, and payment terms.

Payment:

- Payment may be required in full or partially upon order confirmation, as specified in the quote.
- Accepted payment methods are indicated in the order confirmation.

Production and Service Fulfillment:

- The production of the custom good or service begins after payment is confirmed.
- The Seller informs the Customer of the project's progress and estimated delivery time.

Delivery:

- Once the custom good or service is completed, the Seller ships the product or delivers the service as agreed.
- The Customer receives a notification of shipment or service completion via email.

Reception and Inspection:

- The Customer is required to verify the compliance of the delivered good or service with the quote.
- In case of non-compliance, the Customer must inform the Seller within 14 days following receipt, detailing the non-compliant points.

4.1.3. Order Cancellation

Due to the customized nature of the goods and services, the right of withdrawal does not apply once production or service delivery has begun. However, the Customer may cancel the order before the start of production or service delivery by contacting the Seller via email or phone. Any cancellation after the commencement of production or service delivery will incur fees proportional to the work already completed.

4.1.4. Order Modifications

The Customer may request modifications to the order after the validation of the quote, subject to the Seller's approval. Any modifications may result in an adjustment of the price and delivery timeline, which will be communicated to the Customer for approval.

4.1.5. Customer Responsibility

The Customer agrees to provide accurate and complete information when requesting a quote and to actively cooperate with the Seller throughout the ordering process. Any errors or omissions in the information provided by the Customer may result in delays or additional costs.

4.2. Order Confirmation

The Seller sends an order confirmation email to the Customer, summarizing the products and services ordered, as well as the delivery terms.

5. Pricing

The prices of products and services are indicated in euros, including all taxes (TTC). Shipping costs are not included in the price and are added at the time of order validation. The Seller reserves the right to modify its prices at any time, but the products will be billed based on the prices in effect at the time of order validation.

6. Payment

Payment is made online by credit card or any other payment method offered on the Site. Payment is secured by [Payment Service Provider Name]. The order will be processed once the payment is validated.

7. Delivery

7.1. Delivery Times

The delivery times are indicated on the Site at the time of the order. These times are indicative and may vary depending on product availability and delivery service options.

7.2. Delivery Terms

Products are delivered to the address provided by the Client during the order process. The Seller cannot be held responsible for errors in the delivery address supplied by the Client.

7.3. Order Receipt

Upon receipt of the order, the Client must verify the condition of the products. In the event of damage or missing items, the Client must notify the Seller within 14 days of delivery.

8. Right of Withdrawal

8.1. Products

In accordance with applicable legislation, the Client has a period of 14 days from the receipt of the products to exercise their right of withdrawal without providing any justification or incurring penalties, except for return shipping costs.

8.2. Services

The right of withdrawal does not apply to services fully performed before the end of the withdrawal period if their execution began with the Client's prior explicit consent.

8.3. Return Procedures

To exercise their right of withdrawal, the Client must notify their decision in writing (via mail or email) and return the products in their original condition. Return shipping costs are the responsibility of the Client.

9. Warranty

The Seller is liable for product non-conformities in accordance with applicable legal provisions. In the case of defective products, the Client may request a repair or replacement, or, if neither is feasible, a refund.

10. Liability

The Seller cannot be held liable for indirect damages resulting from the use of the Site or the products. The Seller's liability is limited to the amount of the order placed by the Client.

11. Personal Data

Personal data collected on the Site is processed in accordance with the Seller's Privacy Policy. The Client has the right to access, rectify, and delete their personal data.

12. Intellectual Property

All elements of the Site are protected by intellectual property laws. Any reproduction or use without prior authorization from the Seller is strictly prohibited.

13. Force Majeure

The Seller cannot be held liable in cases of force majeure that make it impossible to fulfill their obligations. Events considered force majeure include unforeseeable, unavoidable, and external circumstances beyond the Seller's control.

14. Disputes

These General Terms and Conditions of Sale (CGV) are governed by French law. In the event of a dispute, the Client may resort to conventional mediation or any other alternative dispute resolution method. Failing an amicable resolution, the dispute will be brought before the competent French courts.

In accordance with the provisions of the French Consumer Code, the consumer client has the right to use a consumer mediation service free of charge in the event of a failure to resolve a written complaint directly with our company. The consumer client may, within one year of the written complaint, submit the dispute to the Consumer Mediation Center of Justice Conciliators (CM2C) by email at **cm2c@cm2c.net** or by post at:
CM2C, 49 Rue de Ponthieu, 75008 PARIS, FRANCE.

Find our previous General Terms and Conditions of Sale :