

## **ARTICLE 1 : OBJECT**

The general conditions of sale detailed below set out the rights and obligations of ABO FACTORY SAS whose head office is situated at 210 chemin des Valladets, 13510 Eguilles, France, registered under the number 792 043 838, VAT number FR29792043838 and its customers in the sale of the food supplements PLZR PLUS™.

All transactions carried out by the ABO FACTORY SAS Company imply the unconditional acceptance by the buyer of the general conditions of sale.

## **ARTICLE 2 : PRESENTATION OF PRODUCTS**

The features of the products offered for sale are presented on the Home and "FAQ" pages of our website [www.plzrplus.com](http://www.plzrplus.com). The photographs are not contractually binding. ABO FACTORY SAS cannot be held liable for any errors that occur. All texts and images presented on the ABO FACTORY SAS website are reserved on a world wide scale, in respect of the author's copyright and intellectual property; their reproduction, even partial, is strictly prohibited.

## **ARTICLE 3 : DURATION OF VALIDITY OF THE OFFERS FOR SALE**

The products are offered for sale until the stock is exhausted. When ordering a product that has become unavailable, the customer will be informed of such unavailability as soon as possible, by email or by post. The customer will then be offered a replacement product similar to the product initially ordered which he/she may receive if he/she gives written permission.

## **ARTICLE 4 : PRICES OF PRODUCTS**

Our website shows prices in euros inclusive of all taxes, excluding shipping costs. ABO FACTORY SAS reserves the right to modify its prices at any time; however products ordered are charged at the price in force at the time of recording the order. The prices offered include discounts and rebates ABO FACTORY SAS will grant taking into consideration its profit and any payments by the buyer for certain services. No discount will be given in the event of advance payment.

## **ARTICLE 5 : ORDERING**

The customer validates the first step of his order by clicking "Submit" at the bottom of the order form. Validating this form signifies acceptance of the terms and conditions of sale. The customer then sees the summary page of his order, the shopping cart page, which contains all the information in his order: he can then decide to validate the order by choosing the payment method and validating the transaction by clicking on the button "Confirm my order". ABO FACTORY SAS confirms the order by email: this confirmation includes all elements of the order and the customer's rights of withdrawal. The data recorded by the ABO FACTORY SAS constitutes proof of purchase by the customer, the nature, the content and the date of the order. It is archived by ABO FACTORY SAS within statutory constraints and deadlines; the customer can access this archive by contacting Customer Services.

As part of promotions or discounts, the customer may benefit a discount on the retail price as underwriting conditions in a "Cure" formula, for not having taken advantage of such offer in the past, and if validating his order with a credit or debit card (online on our secure servers or by phone with a Customer Service Agent). No reduction or advantage will be granted to customers ordering a "Single" Formula, ie all orders outside a "Cure" Formula. Processing fees may eventually be applied : the customer will be informed before the validation of payment.

Under the PLZR PLUS™ program, after placing an order by debit or credit card customers will receive further deliveries of same quantity of boxes of PLZR PLUS™ as initially ordered, every one, two, four, or

six weeks or months from the date of order confirmation, depending of the initial quantity of boxes ordered, in order to avoid any interruption in following the program. The price of each additional shipment is equal to the suggested retail price of a PLZR PLUS™ box multiplied by the quantity of boxes sent, or the price of the initial order for customers who have placed an order for more than 2 boxes.

A cure follows the rythm of 1 box per month per person. The customer can request that access is closed and the deliveries are discontinued by sending a completed request form by email to support@PLZRPLUS.COM (see section 9 "satisfied or refunded").

## **ARTICLE 6 : PAYMENT METHODS**

Orders are paid for online by credit card or any other payment method that is available to the customer and presented to him/her at the time of the order. All transactions are verified by Visa/MasterCard.

## **ARTICLE 7 : DELIVERY**

All orders placed before 3pm are shipped within 72-96h by La Poste. Oversees delivery: It is possible that your country does not appear in the list of possibilities at the time of your purchase. If this occurs you can contact Customer Services by email with the details of your order and your full address, we will then send you the shipping costs and an estimated delivery time.

## **ARTICLE 8 : CUSTOMER SERVICES**

For any information, questions or complaints, customers can contact the company's Customer Services department from Monday to Friday, from 9am to 5pm

ABO FACTORY SAS - Customers Service  
210 chemin des Valladets  
Eguilles, 13510  
France

Phone : +339 724 404 97 (cost of a call to France)  
Monday to Friday from 9am to 5pm GMT+1  
Email: support@PLZRPLUS.COM

## **ARTICLE 9: SATISFIED OR REIMBURSED**

The customer has fourteen days from the delivery date to return the product, the cost of return being at his/her expense. The cost of the product is then reimbursed within two weeks following receipt of products and confirmation of withdrawal. However, returned incomplete, damaged or soiled products are not included. The customer may request a withdrawal form at any time by contacting the company's Customer Services department either by email or phone (coordinates above).

## **ARTICLE 10: IN THE EVENT OF UNREASONABLE OPPOSITION**

Once the order is on the website the customer validates his subscription by giving his agreement as stipulated in article 5 of these terms and conditions. In the case where the customer subsequently rejects his /her transaction(s), the opposition being unreasonable, the customer will be liable for the full cost of the transaction(s) mentioned, as well as the costs, including reimbursement of the registered postage (€7.50), banking expenses (€24 per disputed transaction) and the costs of preparing the grievance file created for this dispute (€50). In cases where the customer does not pay these charges a complaint file will be created and sent to the relevant authorities in order to assert the rights of ABO FACTORY SAS.