

## **Terms and conditions**

### **1. Scope**

These general terms and conditions govern all purchase contracts placed on the following website <https://www.aromawellbeing-hk.com> (the “Website”) between:

The company Aroma Wellbeing Limited hosted at Unit D, 6/F, 38-44 d’aguilar street, Central, Hong Kong registered under CI 78971790 - e-mail: [contact@aromawellbeing-hk.com](mailto:contact@aromawellbeing-hk.com) - telephone: +852 5982 4377 (the “site”); and any natural or legal person not acting for purposes falling within the scope of his activity, acquiring products and/or services marketed by Aroma Wellbeing Limited using the brand name Aroma Wellbeing (registered at INPI), who proceeds to the purchase of products or services on this same website.

### **2. Services and products marketed on the Website**

#### **2.1 – Products marketed on the Website**

On the Website are also marketed products around the activities of aromatherapy, alternative medicine, health prevention, well-being and health, nutrition (courses, podcasts, events) by clicking on <https://www.aromawellbeing-hk.com/shop>. Each product has a sheet detailing the characteristics as well as the price and size of the product. The products ordered are delivered to the address indicated when ordering.

### **3. Applicable prices and payments**

#### **4.1 – Applicable rates for products and services**

The “Website” allows you to contact our team to book an interview or a consultation.

The duration of the courses and consultations offered to Clients differs according to the themes:

Classes must be purchased in advance on the website and are available by clicking on [www.aromatherapy-wellbeing.com](http://www.aromatherapy-wellbeing.com) in the “consultation” or “service” section and are inclusive of all taxes or exclusive depending on the country of purchase.

The products are available on the online store and must be purchased including the transport costs payable by the customer and including all taxes.

#### **4.2 – Price of products marketed on the Website**

The price of each product marketed on the Website appears alongside the sheet of the product concerned and includes VAT or excludes VAT depending on the country of purchase at the rate in force and the cost of delivery of the order.

#### **4.3 – Payments**

Any order placed on the website is payable by credit card (CB, Visa, Mastercard, paypal) when placing the order. Payments by check are not accepted.

Acceptance of the order by Aroma Wellbeing Limited is subject to payment of the full price relating thereto when placing the order.

#### **5. Duration of validity of access to services, courses, consultations (if unable to attend)**

Prepaid courses or consultations are valid for a period of 1 month, from the date of their payment. The change of date is handled directly with our team by telephone on +852 5982 4377 or by email [contact@aromawellbeing-hk.com](mailto:contact@aromawellbeing-hk.com). Failure to use these within the time allowed will not give rise or refund.

#### **6. Cancellation of a lesson at least 24 hours in advance**

The Customer has the possibility of canceling a lesson (video or face-to-face format) that he has reserved on the condition of

do so at least 24 hours before the start of the course concerned, by proceeding as follows: – send an email to our team: [contact@aromawellbeing-hk.com](mailto:contact@aromawellbeing-hk.com)

A confirmation email of the cancellation of the reservation will be generated, including the detail of the time carried over to the credit of the Customer concerned.

#### **7. Delivery of products ordered on the Website**

The products ordered on the Website will be delivered to the address indicated during the ordered.

#### **8. Withdrawal period**

##### **8.1 – Conditions and exercise of the right of withdrawal**

In accordance with the applicable regulations, the Customer has a right of withdrawal for any order placed on the Website, which he can exercise within 14 days from receipt of the products concerned, and in the event of an order relating to several products delivered in installments, from receipt of the last product concerned.

Any Customer wishing to exercise his right of withdrawal must inform Aroma Wellbeing Limited by sending an email or letter to the coordinates of the head office Unit D, 6/F, 38-44 d'aguilar street, Central, Hong Kong, as indicated above or an email at [contact@aromawellbeing-hk.com](mailto:contact@aromawellbeing-hk.com). In the event of exercise of the right of withdrawal, the product must be returned by the Customer to Aroma Wellbeing Limited at his expense, in its original packaging - accompanied by the purchase invoice - within a maximum period of 14 days following the communication of its decision to withdraw.

When the Customer exercises his right of withdrawal and proceeds to the return of the product, if the product has been damaged rendering it unsuitable for re-marketing, a discount may be applied on a case-by-case basis depending on the state of degradation of the product.

The Customer can return his product at his own expense via the post office or the carrier of his choice to the address of Aroma Wellbeing Limited.

In the event of exercise of the right of withdrawal, the Customer is reimbursed for the sums paid, with the exception of the return costs, within a maximum period of 14 days from the return of the products concerned.

Reimbursement is made using the same method of payment as that used by the Customer, unless expressly agreed by the Customer for another means of payment and insofar as the reimbursement does not incur any costs for the Customer.

## **9. Warranties**

Aroma Wellbeing Limited is liable for defects in the conformity of the product under Hong Kong law.

## **10. Personal data**

The information communicated by the Customer when creating a customer account and placing an order on the Website is subject to computerized processing by

Aroma Wellbeing limited to ensure the proper execution of orders and reservations placed on the Website and the proper functioning of the Website. In the event that the Customer has expressly agreed to receive the newsletter and commercial offers from Aroma Wellbeing Limited partners by email or SMS, his email address and telephone number may be used for this purpose.

There are two types of data:

- the data marked with an asterisk when creating the customer account (surname, first name, address, etc.) and/or placing the order are necessary for the proper execution of the order and in particular for delivery and invoicing of the order;
- other data calling for an optional response when creating the customer account and/or placing the order, voluntarily communicated by the Customer who may withdraw his consent at any time, without affecting the legality of the processing given on the consent given before its withdrawal.

The data collected during the creation of the Customer account (surname, first name, address, etc.) and/or the placing of the order are kept as long as the Customer does not delete his customer account.

## **11. Intellectual Property**

The capture of visuals (photos, videos) within our workshops is strictly prohibited without the written agreement from Aroma Wellbeing limited and Aroma wellbeing brand. The latter reserves the right to take any action to assert its rights in the event of public dissemination of images produced by Aroma Wellbeing limited.