

Crobics General Terms and Conditions of Sale

1. Preamble

These terms and conditions (hereinafter referred to as the "General Conditions") govern exclusively the contractual relationship between any consumer being customer of the crobics.com site (hereinafter the "Customer") on one hand, and the CROBICS company, SAS (Société par Actions Simplifiée, i.e. simplified joint stock company) with a capital of 12,000 Euros , registered with the RCS Versailles under number 754 058 972 , whose registered office is located at 8 rue de l'Etang, 78000 Versailles, France, and whose VAT number is Intra - Community FR61754058972 (hereinafter " CROBICS ") , on the other hand .

These General Conditions are the sole applicable between the Customer and CROBICS for orders placed with CROBICS via internet and prevail over any other general or special conditions not specifically approved by CROBICS.

CROBICS retains the right to amend certain provisions of the General Conditions. In this case, the conditions will be those in force at the date of the order by the Customer. That is why it is necessary that they be reread before each ordering of products on the site before accepting to order. These changes are effective after they are posted online and cannot be applied to previously placed orders.

2. Product offer

The products offered by CROBICS on its website are services that are:

3D drawing software

It is software as a service (SAS) that allows the customer to draw a 3-dimensional object that is contained in a file stored on the site. It is possible to download this file in the native format of the software for backup needs.

Gallery

This is a free exchange service, between Customers, of objects made with the 3D drawing software.

Download in an exchange format

The download of the result of the 3D drawing software or of files of the gallery in an exchange format compatible with other software (STL format).

3D printing service

The 3 dimensions printing service allows the Customer to buy to CROBICS the build on a 3D printer of an object he drew.

The object is achieved either from a file generated by the 3D drawing software on the site, or from a file in STL exchange format, uploaded by the Customer to the site.

The object is delivered to the customer in the state where it is produced by the 3D printer, without any alteration. It will have in particular the supports, that is to say the plastic layers added by the 3D printer under the parts of the object which are overhanging. The supports must be removed by the Customer.

3. Price

The use of 3D drawing software is free.

The use of the gallery is free.

Downloading files in an exchange format compatible with other software (STL) is free, but CROBICS could make it conditional on a subscription in the future.

Printing in 3D is a paying service whose price depends on the characteristics of the object to be produced, mainly the volume of material and the printing time. The ordering of 3D printing must go through a detailed analysis of the characteristics of the object in way to compute the price of the service.

All orders are payable in Euros regardless of the billing address.

CROBICS reserves the right to change prices at any time. Billing will be based on the rates in effect at the time of validation of the order by the customer. The price including VAT, the VAT amount and the shipping cost are clearly summarized and shown to the Customer before he confirms his order.

For outside the territory of the European Union delivery, taxes and customs formalities are the sole responsibility of the Customer who agrees to verify that the order is consistent with the legislation of the country of delivery.

4. Orders

Orders are exclusively done via crobics.com website , unless otherwise agreed between the Customer and CROBICS .

5. Payment

Unless otherwise agreed with a Customer, the only means of payment accepted by Paypal is CROBICS . The customer can pay using a Paypal account or by credit card via Paypal.

Payment security is guaranteed by Paypal.

6. Availability

Order cancellation by CROBICS.

CROBICS may cancel an order for 3D printing service if it finds that this impression is not possible given the technological limitations of 3D printers used. In this case the customer will be informed as soon as possible and will be refunded the amount of the order. The client is not entitled to any compensation or damages other than simple reimbursement.

Delivery timeframe

An estimated delivery time for 3D printing is displayed the pages of the site. This time may vary depending on the CROBICS workload.

If due to unforeseen circumstances such as, but not limited to, a hardware failure on a 3D printer or a problem to get printing material for 3D printers, CROBICS anticipates that the period stated on the site could be greatly exceeded, CROBICS will contact the Customer by email to give a forecast period and propose either to repay or change the type or color of printing material, either accept this delay. The customer cannot claim any compensation other than reimbursement.

Suspension of 3D printing service

CROBICS reserves the right to suspend at any time the 3D printing service due to unforeseen circumstances such as, but not limited to, a hardware failure on a 3D printer or a problem to get printing material for 3D printers.

7. Shipping

The 3D printed objects are delivered by mail with a suitable rate depending on the size and the value of the object.

8. Right of withdrawal

The objects are printed in three dimensions according to your specifications. The right of withdrawal does not apply according to L121 -20-2, paragraph 3 of the French Consumer Code article:

"The right of withdrawal cannot be exercised unless the parties have agreed otherwise, for contracts:

.....

3 °supply of goods made to the consumer's specific ations or clearly personalized"

However, the purpose of CROBICS is to satisfy its Customers. If the Customer is not satisfied or has a major reason for requesting the cancellation of the sale , it can be requested by email to: contact@crobics.com.

9. Responsibility

CROBICS is not responsible for the use made by the Customer of the 3D printed object and for damages caused by such use.

The customer must verify in particular that the object obtained has good mechanical properties, electrical insulation and resistance to heat compatible with the use he wants to make the object.

CROBICS is not responsible for the use of the software proposed in SAS mode on its site and for the consequence of this use.

10. Protection of personal data

The information that the Customer is providing are essential for processing and delivery of orders and for preparing invoices.

By creating an account on this site, you agree to provide us with sincere and true information about yourself.

CROBICS is the sole holder of the information you are providing.

You can at any time request to CROBICS to know what information about you is hold by CROBICS .

In accordance with the French law n °78-17 of 6 January 1978 " Informatique et Libertés" , the collection and processing of your personal data have been declared to the "Commission Nationale Informatique et des Libertés" (CNIL) under the number 1666016 receipt.