Orders and Customers

Do my terms and conditions of sale include the right of withdrawal?

Yes. The terms and conditions of sale template provided with your shop includes the 14-day right of withdrawal, its main exceptions, the legal guarantees, mediation and a model withdrawal form. You complete it and adapt it to your business.

What the law says, in short

In France, a private individual who buys at a distance has 14 days to change their mind, without having to give a reason. The period starts from receipt of the product. If the customer withdraws, you refund them, including standard delivery costs, no later than 14 days after being informed; you may wait until you have got the product back or proof that it has been sent back.

Some products are excluded from this right, in particular:

- products made to the customer’s specifications or clearly personalised (the bowl engraved with the mother-in-law’s first name, for example);
- products that can deteriorate or expire quickly, such as foodstuffs;
- products unsealed after delivery that cannot be returned for hygiene reasons.

What your shop does

- Your details are automatically filled into the terms and conditions from the “Options” menu, “Merchant information”: company name, address, SIRET number, email, consumer mediator…
- Any missing information is highlighted as “to be completed”, clearly visible: impossible to forget.
- You adapt the text in the “Pages” menu, for example to state that your jams or your made-to-measure creations are not covered.

A piece of advice

The template is a solid base, but it does not know your business as well as you do. Every trade has its own particularities, and the rules change. For a special case, or to have your terms reviewed, contact a legal professional, your chamber of trades or your chamber of commerce. You can also consult the information published by the DGCCRF.

A question about the “Pages” screen? Contact us.

Attached files:

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URL: https://faq.123ventes.com/content/5/41/en/do-my-terms-and-conditions-of-sale-include-the-right-of-withdrawal.html