

terms & conditions

oelonstudio.com is a website operated by Sylvia Berté and hosted by 1&1 IONOS SARL*.

Sylvia Berté is a sole proprietorship registered at the Chamber of Trade and Crafts of Martinique under the SIRET number 515 321 719 00038, domiciled at Cité La Marie Bat.D2 Apt.112 97224 DUCOS, and hereafter referred to as "oélon".

The following terms and conditions aim to define the contractual relationship between oélon and any person browsing and/or purchasing on oelonstudio.com, hereafter referred to as "the user".

*1&1 IONOS SARL

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Intracommunity VAT n° FR 13 431303775

Use

By browsing on oelonstudio.com and before completing any transaction, the user acknowledges:

- that any purchase made on oelonstudio.com is limited to a strictly personal use and not directly related to a professional activity,
- that they have full legal capacity to engage under the present Terms and Conditions in the jurisdiction from which they are browsing,
- that they will use this website exclusively for information purposes and placing legally valid orders,
- that they have read and understood the following Terms and conditions, which they fully accept.

Modifications

oélon reserves the right to modify the present Terms and Conditions at any time, in order to comply with any new regulations or improve the use of oelonstudio.com. The applicable conditions are the ones in use the same date the user placed their order.

Last modification: 4th of June 2023.

Products

oélon's jewelry is handcrafted.

Pieces incorporate plant-based materials, and/or are created using fusing properties of silver.

Main characteristics (dimensions, materials) of each jewel can be found in the description section, and pictures are meant to be as faithful as possible. However, given the natural origin of the materials used and the very technique employed to build each piece, minor variations could be observed between the images appearing on oelonstudio.com and the jewel/s received by the user.

Prices

Applicable prices are the ones displayed at the time the order is placed by the user on oelonstudio.com. They are displayed in Euros (€) all taxes included (TTC)* and exclude delivery costs which are invoiced at checkout according to the order's country of delivery.

Delivery costs and lead times are listed on oelonstudio.com/shipping.

*VAT is not applicable (article 293 B of the General Tax Code).

Payment

All payments are made in euros (€) via one of the two options below:

- Credit card

By choosing the payment option credit card, the user is invited to enter the information corresponding to the card they wish to use for the purchase.

- PayPal

By choosing the payment option Paypal, the user is redirected to the secure PayPal checkout interface. There they will have to connect to their Paypal account by entering their username and password.

When payment is accepted, the order is processed and the contract definitively formed.

The user acknowledges they are providing accurate and truthful personal data necessary to process, ship and deliver their order.

Any order placed with fraudulent, false or inaccurate information won't be processed and will be cancelled.

In the event of fraudulent use of their credit card by a tier, the user must contact their bank.

Property

oélon retains full ownership of the products sold until full payment of the corresponding amount is processed.

Order preparation, shipping and delivery

Each jewel is handcrafted upon order. The user anticipates that a period of 2 to 5 days after their order is confirmed and payment received might be necessary for its preparation.

Specific preparation lead times are available in the "additional information" section of each product page.

At the moment, orders can be picked up at oélon's workshop in Barcelona (Poble Sec), upon appointment.

Right of withdrawal

Under the Consumer Rights Directive 2011/83/EU, the user has a period of fourteen days from the day they receive their order to exercise their right of withdrawal and must inform oélon by emailing at hello@oelonstudio.com.

The day of receipt of the goods is excluded from the fourteen days period mentioned. If it expires on a Saturday, Sunday or a public holiday, it is extended until the first following working day.

The user also has a period of fourteen days from the communication of their withdrawal of the purchase to return the product to oélon's current address in Barcelona (Spain). The user is responsible for all return shipping costs, including potential duties and taxes. The exact address will be communicated to the user via email.

Returned products must not have been worn nor damaged.

After receipt and examination of the returned product, the corresponding amount will be refunded to the user, including shipping costs corresponding to a standard service.

Refund will be made via the same payment method used during the purchase.

Responsibility

In the online selling process, oélon is only bound by an obligation of means: oélon cannot be held accountable for damages resulting from the user's use of the Internet network such as loss of data, intrusion, virus, interruption of service, or other unintentional problems.

Personal data

oélon is committed to preserve the confidentiality of the information provided by the user. Any information concerning them is subject to the provisions of law n°78-17 of January 6, 1978. As such, the user has the right to access, modify and delete their personal data and can exercise this right by emailing at hello@oelonstudio.com.

In accordance with the "Informatique et Libertés" law of January 6, 1978, this site is declared to the CNIL: registration n°2128710v0.

Intellectual property

All elements of oelonstudio.com are the exclusive intellectual property of Sylvia Berté. Reproduction, exploitation, or use for any purpose whatsoever of the elements of the site, whether in the form of a photo, logo, visual or text, is not authorized.

Applicable law and jurisdiction

oelonstudio.com is governed by French law.

In the event of a dispute over the above-mentioned terms and conditions' validity, interpretation and/or execution, the user agrees that it will be resolved by the French law and its competent court.

Contact

You can contact oélon via email at hello@oelonstudio.com.