

Terms and Conditions of Sale

(updated 15/09/2025)

1. PRESENTATION

The website www.ocibel.com is the property of SARL Sublinel Cosmétique

SARL with a share capital of €10,000

Registered with the RCS of Saintes under SIRET number 79264763800016 and SIREN 792647638

Intra-Community VAT number: FR51792647638

Head office: Pôle Val Lumière 1 - 5 Rue Auguste Rateau - 17640 Vaux sur Mer

Telephone: 05.46.06.82.67

Email: contact@ocibel.com

The site is hosted by MGT-COMMERCE GmbH, www.mgt-commerce.com, Mendelssohn Strasse 27, 10405 Berlin, Germany,

Telephone: +49 171 2977 018, email: sales@mgt-commerce.com

These terms and conditions of sale are concluded, on the one hand, by the company Ocibel, and on the other hand by any natural or legal person wishing to make a purchase through the Ocibel website, hereinafter referred to as “the buyer.”

Ocibel reserves the right to modify these terms and conditions of sale, which shall apply from the date of their modification.

Ocibel specializes in online mail-order sales of nail products.

2. ORDER

By ordering the products presented online and checking the box “I accept the terms of sale” before payment, the buyer acknowledges that their agreement to these terms and conditions does not require a handwritten signature.

The buyer affirms that they have full legal capacity to enter into these terms and conditions of sale.

Some of the products available on the site may be reserved for professional customers. Sublinel Cosmétique shall not be held liable for misuse of the products. The company cannot be held responsible for any direct or indirect damage resulting from the use of the products.

In accordance with the Law on Confidence in the Digital Economy of June 21, 2004, the following procedure must be followed to place an order:

- During their first order, the buyer must provide the required information to create an account on the site. For subsequent orders, the buyer must log in using their username and password. If the password is forgotten or lost, the buyer can request a new one by clicking “Forgot password?” and will then receive an email with a new password.

How to place an order:

- Add the desired products and quantities to your cart by clicking “Add to Cart.”
 - The products are then placed in your cart, located on the right side of the site or at the top right in the “My Cart” section.
 - The prices displayed in your cart include all taxes, with discounts applied if applicable, and exclude shipping costs.
 - To review your cart, click “Checkout.” You will then see the details of your cart and can add or remove products.
 - Before confirming your cart, make sure the products ordered are correct. Then click “Order.”
 - You will then be taken to the order confirmation step, where you must either log in to your account (“Already a customer? Log in to my account”) or complete the required fields for delivery and invoicing.
 - Next, select your delivery method and payment method.
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3. VALIDATION

- After verifying delivery and payment methods,
- Click on “I accept the Terms and Conditions of Sale,”
- Finally, click on “Order” to confirm your order and proceed with payment under the conditions set forth in Article 5.

Once the order is placed, you will receive an email within a maximum of 24 hours confirming your order, with a summary, all relevant information, and notice of your right of withdrawal (Article 8) and the applicable deadlines.

4. PRICES

Prices indicated on the site are in Euros (incl. VAT) and exclude shipping costs. Prices may be modified at any time by Ocibel. Prices shown are valid only on the day of the order and are not retroactive.

For Metropolitan France and EU member states, the applicable VAT rate is 20% on products and shipping, and 5.5% on magazines and books. Non-EU countries and French overseas territories (DOM-TOM) are exempt from VAT at purchase and may be required to pay duties and taxes upon import.

Shipping fees are indicated to the customer prior to payment.

5. PAYMENT

Several payment methods are available:

- **Credit Card (Visa, Carte Bleue, MasterCard):** Payment is made on a secure (SSL) page via Systempay and Payplug. Payment is also secured by 3D Secure; a unique code sent by your bank must be entered to confirm that the buyer is the cardholder.

- **PayPal:** Payment is made through the secure PayPal site at contact@ocibel.com. Your order will be validated once payment is received on our PayPal account.
 - **Bank Transfer:** Payment must be made to the bank details provided during the order. The buyer must indicate the order number in the transfer reference. The order will be validated once payment is received.
 - **AlmaPay:** The seller offers Alma credit services for installment payments, subject to acceptance of Alma's terms.
 - Refusal of credit by Alma may result in order cancellation.
 - Termination of the present terms also terminates the Alma credit contract.
 - Installments (3 or 4) are available via Alma, with payment security ensured by 3D Secure.
 - Eligible purchase amounts: €50 to €2,000.
 - Fees: 2x: 0.79% per transaction; 3x: 1.59% per transaction; 4x: 2.37% per transaction.
 - Alma provides electronic certification of the transaction in compliance with Articles 1316 and following of the French Civil Code.
 - For claims: <https://help.almapay.com/>
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6. AVAILABILITY

Product availability is indicated on the site:

- Green icon: at least 15 units in stock.
- Yellow icon: fewer than 15 units in stock.
- Red icon: out of stock.

In the event of a stockout after order validation due to force majeure, you will be notified by email or note included in your package. Options: refund of the product or reshipment at Ocibel's expense once restocked.

7. DELIVERY / OWNERSHIP

Products are available for delivery worldwide.

Deliveries are made to the address provided when ordering. Shipping costs are calculated by weight.

Delivery times are indicative. If delivery exceeds 30 days from the order, the sale may be canceled and refunded.

Carriers offered: GLS (24–48h), TNT (24h), Colissimo (48–72h), FedEx.

Preparation time: 24–48h (excluding weekends) before dispatch.

The buyer will receive a shipping confirmation email with a tracking number.

In case of delivery issues:

- Contact us at contact@ocibel.com if you haven't received your order within 7 days.
- After 30 days without delivery, if the parcel is confirmed lost/damaged/misdelivered, you must provide a sworn statement and a copy of your ID. We will then reship or refund within 15 days.

Returns due to buyer error (wrong address, incomplete address, etc.) require payment of return shipping fees before reshipment.

Products remain the property of Ocibel until full payment is received.

8. RIGHT OF WITHDRAWAL

Buyers (consumers or professionals) have 14 days from delivery to return products for exchange or refund (excluding return shipping costs).

The withdrawal period is extended to the next business day if it ends on a weekend or public holiday.

Exceptions: magazines and periodicals (Article L. 121-20-2 of the French Consumer Code).

Products must be returned complete, in original packaging, to:
OCIBEL – 5 Rue Auguste Rateau ZA – 17640 Vaux Sur Mer – FRANCE

Damaged, incomplete, or unboxed products will not be refunded or exchanged.

9. REFUND

Refunds (excluding return shipping costs) are processed within 15 days of receiving the returned product. Refunds are made via PayPal, check, or credit card.

10. RETURN

For defective or incorrect deliveries, contact Ocibel by email at contact@ocibel.com. After acceptance, return the product in original packaging. Shipping costs are covered by Ocibel.

You may request:

- a replacement delivery,
 - repair,
 - product exchange,
 - or order cancellation and refund (including damages in case of proven loss).
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11. WARRANTY

All products provided by Ocibel are covered by the legal warranty under Articles 1641 and following of the French Civil Code.

Products must be returned to:
OCIBEL – 5 Rue Auguste Rateau ZA – 17640 Vaux Sur Mer

Exchanges or refunds will be processed accordingly.

Claims for unused/unopened products must be made within 30 days of delivery at contact@ocibel.com and confirmed by email.

Claims for missing/damaged/incorrect items must be made within 3 days of delivery at contact@ocibel.com, with photos if applicable.

12. RECYCLING OF SMALL ELECTRICAL APPLIANCES

For purchases of electrical devices (UV lamps, drills, compressors, Freshbox, etc.), an eco-tax is included in the product price. Ocibel remits this tax to the relevant recycling body (Écosystèmes).

You may return your old device (purchased from our store) with proof of purchase for recycling.

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13. CUSTOMER SERVICE

Contact: Roxanne MARTIN

- Email: contact@ocibel.com
 - Mail: OCIBEL – 5 Rue Auguste Rateau ZA – 17640 Vaux Sur Mer – France
 - Phone: 05.46.06.82.67
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14. DISPUTE RESOLUTION

In case of dispute, an amicable solution will be sought before legal proceedings. Otherwise, jurisdiction lies with the competent court of the defendant's domicile.

15. REGULATION

In accordance with current legislation, category 3 devices such as UV lamps are prohibited for sale to minors. By accepting these terms, you certify that you are at least 18 years old when purchasing such devices.