

Article 1 - Identity of the Seller

Levans Company NV
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Article 2 - General

1. Our general terms and conditions apply to every offer made by us as an online retailer to you as the Customer. By placing an order through the webshop, the Customer acknowledges having consulted and accepted these terms and conditions, to the exclusion of any other terms. Any conditions of the Customer are excluded unless expressly agreed upon in writing by Levans Company NV beforehand.
2. To place an order, you must be at least 18 years old. If you are under 18, we ask that your parents or legal guardian place the order on your behalf. If we discover that an order has been placed by a minor, we may refuse the order.
3. These terms and conditions are freely available on the website.
4. If special conditions apply in addition to these general terms and conditions, the above also applies to those special conditions. In the event of a conflict between the conditions, the special conditions communicated to the Customer shall prevail.

Article 3 - Offer and Orders

1. If an offer is valid only for a limited period or subject to certain conditions, this will be explicitly stated. We always describe our products and the ordering process as completely and accurately as possible. The description is sufficiently detailed to allow the Customer to make an informed assessment.
2. Images are provided for illustrative purposes only. The Customer may expect a product similar to the one shown, but not necessarily identical.
3. Although our online catalogue and e-commerce website are compiled with the utmost care, the information provided may occasionally be incomplete, contain material errors, or not be up to date. Obvious mistakes or errors in the offer are not binding upon us. We are only bound by a best-efforts obligation regarding the accuracy and completeness of the information provided. We shall not be liable for manifest material errors, typographical mistakes, or printing errors.
4. If the Customer has specific questions regarding, for example, dimensions, taste, availability, or delivery times, we request that the Customer contact us beforehand by telephone or via the website contact form.
5. Offers remain valid while stocks last and may be modified or withdrawn at any time. We cannot be held liable for the unavailability of a product.
6. Your order is complete and the agreement becomes binding once we confirm your order by email.
7. To purchase a product, add it to your shopping cart. Then enter your contact and billing information. In the final step, you will see an overview page, accept our terms and conditions, and confirm your order. Once these steps are completed, your purchase becomes final.

8. After the ordering process has been fully completed via the website, an order can only be modified by contacting us directly by telephone or email.

Article 4 - Right of Withdrawal

1. The Customer has no right of withdrawal because we sell food products.

Article 5 - Price

1. The price payable by the Customer is the price displayed in the shopping cart on the e-commerce website. Any price changes between the order date and the delivery or collection date will be clearly indicated.
2. Our prices include all taxes, VAT, duties, and services unless explicitly stated otherwise.

Article 6 - Conformity and Warranty

1. We guarantee that our goods conform to your order and meet the normal expectations you may reasonably have, taking into account the product specifications. We also guarantee that our goods comply with all applicable laws in force at the time of your order.
2. Any visible damage and/or quality defect in an item, or any other deficiency upon delivery, must be reported to us immediately in writing.
3. Complaints regarding a product must be communicated to us as soon as possible and no later than 7 days after collection or delivery. We will then contact you to provide an appropriate solution, taking into account the perishable nature of our products.

Article 7 - Collection and Performance

1. Orders can be collected on the selected date and at the chosen location.
2. Upon collection, it is the Customer's responsibility to collect the order at the chosen location. If the Customer fails to do so, we shall not be responsible for the loss of the ordered product, given its perishable nature.
3. The risk of loss or damage passes to the Customer when the goods are physically received by the Customer or a third party designated by the Customer. However, the risk passes earlier if the carrier acts on behalf of the Customer.
4. The ordered products remain our property until full payment has been received. The Customer undertakes, if necessary, to inform third parties of this retention of title.

Article 8 - Force Majeure

1. In cases of force majeure, we are not obliged to fulfil our obligations. We may either suspend our obligations for the duration of the force majeure event or permanently terminate the agreement.
2. Force majeure means any circumstance beyond our reasonable control that prevents the fulfilment of our obligations, in whole or in part, including strikes, fire, business

interruptions, power failures, failures in telecommunications networks or communication systems, temporary unavailability of our website, delayed or failed deliveries by suppliers or other third parties, etc.

Article 9 - Intellectual Property

1. Our website, logos, texts, photographs, names, and all other communications are protected by intellectual property rights owned either by us or by our suppliers or other rights holders.
2. It is prohibited to use or modify any intellectual property rights described in this article. For example, you may not copy or reproduce drawings, photographs, names, texts, logos, colour combinations, etc., without our prior written consent.

Article 10 - Privacy

1. The data controller complies with the Belgian Act of 8 December 1992 concerning the protection of privacy in the processing of personal data.
2. The personal data you provide will only be used for the following purposes: execution of the agreement, order processing, sending newsletters, and advertising and/or marketing activities.
3. You have a legal right to access and, if necessary, correct your personal data. Upon proof of identity (copy of identity card), you may request a free written copy of your personal data from Levans Company NV. You may also request correction of any inaccurate, incomplete, or irrelevant data.
4. If your data is used for direct marketing purposes, you may object free of charge to such use by contacting us.
5. We treat your data as confidential and will not disclose, rent, or sell it to third parties.
6. You are responsible for keeping your login details confidential and for the use of your password. Your password is stored in encrypted form, and we have no access to it.

Article 11 - Validity of the Conditions

1. If any provision of these terms and conditions is declared invalid, unlawful, or void, this shall not affect the validity, legality, or enforceability of the remaining provisions.
2. Failure to enforce any right under these conditions at any time shall not be deemed a waiver of that right and shall not affect the validity of such rights.

Article 12 - Complaints and Disputes

1. We naturally hope that all our customers are completely satisfied. If you nevertheless have complaints about our services, you may contact us. We will make every effort to handle your complaint within 7 days.
2. All agreements concluded with our customers, regardless of their place of residence, are governed exclusively by Belgian law, and any disputes shall fall under the exclusive jurisdiction of the competent Belgian courts.