

GENERAL TERMS AND CONDITIONS (GTCS)

These General Conditions of Sale (GTC) apply to all contracts concluded between a consumer or a professional and Anches Ad Lib, 1038 avenue de Bourlamaque, Québec, Québec, Canada, G1R 2P2, Tel.: 581-998-7097, E-Mail: anchesadlib@gmail.com (hereinafter referred to as the «seller») and having as its object the products and/or services presented by the seller on his online shop. These GTCS cancel any conditions imposed by the customer, unless another agreement has been concluded between the seller and the consumer.

1 - PERSONAL DATA

In accordance with the law on personal data in force in Canada, Internet users have the right to access and correct their personal data. Anches Ad Lib collects the personal data of its customers for the sole purpose of delivering the products ordered through the site, by phone or by email. They are mandatory for the processing of their order and any checks carried out to fight against fraud. To ensure the customer tracks their package at the carrier (Canada Posts), the customer's email address can be sent to the carrier. In the event that the customer does not want to provide his personal data, Anches Ad Lib will not be able to fulfill the customer's order and ensure the delivery of it.

2 - RIGHT OF WITHDRAWAL

According to the Consumer Code, the consumer has a withdrawal period allowing him to renounce his purchase within a maximum of 14 days from the delivery. It is absolutely necessary to inform in advance of his intention to return the package as part of the exercise of his right of withdrawal by contacting Anches Ad Lib via this [form](#). The products must not have been used, they must be returned to Anches Ad Lib at the expense of the consumer and under his responsibility. The item or items must be returned in perfect condition, without any breakage and in their original packaging. Finished reeds cannot be accepted for obvious hygiene reasons. The products used are neither taken back nor exchanged.

3 - RETURNS

If the customer wishes to return an item previously purchased from Anches Ad Lib, the customer has a maximum of 7 days from receipt of the package to request it at: anchesadlib@gmail.com. The customer will receive a return label that will be valid for a maximum of 5 days. The item must be in perfect condition when returned. If this is not the case, fees will be charged to the customer. No returns can be accepted without prior request and agreement by email. The risks of transport are entirely the responsibility of the sender (customer). The item must therefore be packed properly to ensure that it does not break during transport. The return costs are entirely at the expense of the sender, unless an error had been made by Anches Ad Lib before shipping the order to the customer. Any item returned defective or in poor condition, will not be accepted, nor refunded.

4 - DELIVERY

Anches Ad Lib uses the services of Canada Posts to ensure the delivery of orders to its customers. All orders are sent with Expedited Parcels™. The products are delivered to the delivery address provided by the consumer when ordering online, by phone or by email. In the event that the delivery address is different from the billing address, the customer must provide these two addresses, clearly, at the time of finalizing the order. The customer must provide all information useful for delivery when ordering to allow carriers to proceed with delivery. In the event of incorrect or incomplete information that has resulted in the impossibility for the carrier to proceed with the delivery, a second delivery will be made after the return by the carrier of the goods to Anches Ad Lib and the delivery costs previously paid by the consumer will be charged again to the latter.