

**ISOBEL HOUSEHOLD  
TERMS OF SALES**

1. This invoice is payable in cash, unless otherwise indicated on the invoice.
2. Any invoice for which the amount excluding VAT is less than € 30 will be increased by € 5 for administrative costs.
3. Any invoice shall automatically bear interest for late payment from the due date without the need for formal notice. Default interest will be in accordance with bank interest on credit opening with a minimum of 1% per month.
4. The non-payment, even partial, of an invoice on its due date puts the debtor at fault. It automatically entails that a fixed and irreducible contractual compensation can be claimed, equal to 20% of the amount remaining due, with a minimum of 40 € for damages and interest.  
This compensation is intended to compensate the seller for the damage suffered, namely extra-judicial costs incurred by the debtor.
5. In addition, the fee for each reminder letter is assessed at € 10 plus postal tax. They are the responsibility of the buyer.
6. Neither ISOBEL HOUSEHOLD SA nor its representatives can be held liable for accidents and damage of any kind, both bodily and material, which may arise from the use of our bottles.
7. Only the Belgian courts of Liège or Brussels are competent to settle any dispute.
8. The capacity of our bottles appearing in our catalogues and invoices is given for information only. The difference in more or less resulting from the imperatives of manufacture, cannot be opposable to us. In this regard, the receipt of the goods constitutes quantitative and qualitative approval.
9. Any unsigned order is confirmed by the signature of the purchaser or his prepaid on the carrier's delivery slip.
10. 1° Delay in delivery cannot give rise to damages.  
  
2° Orders may be subject to partial deliveries. As this eventuality is beyond the control of ISOBEL HOUSEHOLD SA due to manufacturing requirements, each partial delivery will be invoiced separately. Under no circumstances will the customer be able to cancel the balance of the current order which must still be the subject of delivery (s).
11. We reserve the right to cancel some or all of the orders placed by our customers. No justification should be given on our part.
12. Any apparent damage on arrival must be reported immediately to the carrier, hidden damage on arrival must be reported in writing within 48 hours of delivery. Otherwise, the goods, even shipped free, travel at the risk and expense of the recipient.
13. Any complaint which does not fall under the scope of Article 12 will only be taken into consideration if it reaches us in writing within 8 days of delivery.
14. The thermal insulation of glass bulbs is guaranteed subject to the results of tests carried out by the latter and under the following conditions:
  - that the goods subject to warranty are not characterized by frequent or improper use.
  - that the goods have been necessarily but only subjected to the clear water test specified in the voucher accompanying each item for sale (before use, the container must be tested with clear water, use of any other liquid results in the loss warranty).