

General Terms and Conditions of Sale

Last updated: July 03, 2026

These **General Terms and Conditions of Sale** apply to all product sales made on the website www.panierdeschefs.eu.

Panier des Chefs reserves the right to modify them. Any modification will be indicated by the update of the date shown at the top of this document. **The General Terms and Conditions of Sale are available and downloadable at any time on the website.** The customer agrees to read these General Terms and Conditions of Sale and to accept them when validating their order. Panier des Chefs is also available to its customers for any questions.

Pricing and Invoicing

All prices shown on the Panier des Chefs website are displayed in Euros inclusive of all taxes:

- VAT of **5.5%** for food products
- VAT of **20%** for alcoholic products, equipment...

These taxes are **applicable according to the category of the chosen product.**

Each product on the Panier des Chefs website shows its **excluding VAT (excl. VAT) and tax-inclusive (incl. VAT) price**. Pre-tax prices apply to sales **outside the EEC, French Overseas Territories (DOM TOM)** and under certain conditions to EU countries (**companies registered outside France**).

Once the order is finalised, the price shown on the order includes the price of each chosen product (**including VAT and variable delivery charges**).

For companies registered outside France in a European Union member country: VAT exemption, Article 262 ter, I of the French General Tax Code – provided they supply an intra-community VAT number.

For countries outside the EEC, invoiced services are net of VAT. VAT exemption, Article 262 I of the French General Tax Code.

DOM TOM residents are also exempt from VAT under Article 262 ter I of the French General Tax Code. Panier des Chefs reserves the right to modify its prices on all products visible on its website.

The price displayed on the customer's final order will be the only applicable price. The customer's invoice will be available in their online account and will be included in their parcel upon dispatch. The customer may request a copy at any time from Panier des Chefs.

Account Creation and Password

To place an order, **an identification form** must be completed by the Panier des Chefs customer:

Enter your email address, which will be your login for future connections. All information relating to your orders will be sent to this email address (order confirmation, delivery tracking, etc.). **The customer may make changes to their Panier des Chefs customer account at any time.**

Information required to validate your account:

- Title
- Date of birth
- Company name (for professional customers)
- Last name and first name
- Delivery and billing address
- Delivery and billing country
- Phone number
- Email address

In order to fulfil the order and in accordance with **Article 1316-1 of the French Civil Code**, the customer must provide **identification information that is truthful**.

Password: This password will be required each time you log in to your account. **You agree to keep this information confidential to prevent any fraudulent activity.** We recommend choosing a **complex password and changing it regularly**. This password can be changed at any time through your Panier des Chefs customer account.

Panier des Chefs is **in no way responsible for any fraud related to the use of the password**.

For any errors in the information provided, Panier des Chefs will in no way be held responsible.

An acknowledgement of receipt and confirmation of the customer's data will be sent electronically.

This data is solely intended to fulfil your orders and **is never sold to commercial partners**.

For more information, please visit our Personal Data Protection Policy section.

The customer must also read and accept these General Terms and Conditions of Sale of the website **www.panierdeschefs.eu**.

The customer must tick "I accept the general terms and conditions of sale" to give their consent and finalise their purchases. Without this consent, no order can be validated.

Order Terms

For any order placed and validated by the customer, it will be processed once payment has been confirmed.

Validation of the order by the customer implies knowledge and acceptance of the General Terms and Conditions of Sale and may serve as a reference in the event of a dispute.

Order statuses:

- **Payment accepted:** The order has been successfully validated and is being processed by our team.
- **Payment declined:** The order could not be validated due to a payment error. It will not be processed.
- **Awaiting restocking:** Some products in your order are being restocked. The customer will be notified by email of the dispatch date. In case of delay or problem, the customer will be immediately informed by phone or email.

- **Being prepared:** The order is being prepared by our dispatch team and will be shipped shortly.
- **In transit:** The parcel has been dispatched. A tracking number is automatically sent to the customer's email address. The customer will be able to track their parcel on the carrier's website selected at the time of ordering.
- **Cancelled:** The order has been cancelled by the customer or by Panier des Chefs at the customer's request. No order is cancelled without the customer's consent.

The customer may contact Panier des Chefs customer service at any time regarding their order or parcel in transit (by phone or email).

Invoices for each validated order **are available and downloadable from the Panier des Chefs customer account**. No invoice can be modified once payment has been validated. For any questions or problems, customer service is available **Monday to Friday from 9am to 1pm**.

Payment

Once the order has been finalised, the customer must proceed with payment to validate it.

Panier des Chefs does not accept any customer credit.

The customer's order will be processed and moved to the preparation and dispatch phase once payment has been received (credit card via Payzen, Bancontact, deferred or instalment payment solutions via Mollie, bank transfer). **The customer can track their order status online at any time.**

Payment is due immediately, including for products with a longer delivery time.

If the customer encounters a payment difficulty, **Panier des Chefs customer service will be available by phone or email Monday to Friday (9am-1pm)**, and will resolve the issue as quickly as possible.

Payment by credit card

The customer may pay online by credit card. This online payment process and all data transmitted by the customer are secured by the Payzen system via CIC bank. Access to this banking information is exclusively handled by CIC bank. No banking data is stored by Panier des Chefs. For any payment difficulties, please contact Panier des Chefs customer service or choose another payment method.

Payment by bank transfer

The customer may pay by bank transfer, **which can be made once the account validation has been registered**. The customer will receive all the necessary information by email to proceed with the payment. Once the transfer has been made, the order status will be updated to **"payment accepted"** once the transaction has been established and validated.

The customer has **10 days to make their bank transfer payment. Beyond this limit, Panier des Chefs will cancel the order.**

For any payment difficulties, please contact Panier des Chefs customer service or choose another payment method.

Dispatch Times

When the customer orders several products, these may have different delivery times. These times are indicated on each product page and in the order details before validation.

If certain products have different delivery times, **dispatch will only take place once all products are available. We do not make partial shipments.**

Customs clearance fees are not covered by Panier des Chefs. These fees vary according to the customs policy of each country. We therefore ask customers wishing to be delivered outside the European Union to check with the relevant authorities in their country to find out more about customs fees.

Delivery

Free delivery: free delivery to a DPD Pickup collection point is available for orders over 120 euros (excl. VAT) – applicable to mainland France only.

DPD France

DPD France (unavailable for Corsica) delivers to the address indicated by the customer Monday to Saturday (excluding public holidays). **The delivery window is estimated between 9am and 6pm.** Track your parcel at: www.dpd.fr/trace.

In case of absence, the parcel will be taken to the nearest collection point. **The customer will have 15 days to collect their parcel, with proof of identity required.** If not collected within 15 days, the parcel will be returned to the sender and the customer contacted regarding a credit or refund (excluding delivery charges). **Any re-dispatch costs will be borne by the customer.**

DPD Europe

DPD Europe delivers to European Union member states (excluding mainland France). Delivery is estimated between 2 and 5 working days depending on the country. Track your parcel at: www.dpd.fr/trace.

In case of absence, **the customer will have 15 days to collect their parcel, with proof of identity required.** If not collected within 15 days, the parcel will be returned to the sender and the customer contacted regarding a credit or refund (excluding delivery charges). **Any re-dispatch costs will be borne by the customer.**

Colissimo International

Colissimo International delivers Monday to Saturday against signature. **Delivery is estimated between 8am and 6pm.** Track your parcel at: www.laposte.fr/outils/suivre-vos-envois.

Same absence and collection point conditions apply (15 days, proof of identity, re-dispatch costs borne by the customer).

Shipping costs include packaging, handling and postal or transport fees. They may include a fixed part and a variable part depending on the price or weight of your order. **We recommend combining your purchases into a single order.**

Parcel tracking

Tracking: once the parcel has been dispatched, the customer will receive a tracking number to enter on the carrier's website (DPD or Colissimo) to track their parcel in real time.

The customer may call Panier des Chefs at any time to obtain this information.

Receipt and parcel inspection procedure

In case of absence, the parcel is left at the nearest collection point (or nearest post office for Colissimo) and **will remain there for a maximum of 15 days**.

After this period, the parcel will be returned to the sender. **The customer will need to make a new online payment if they wish to have their order re-dispatched.** No claims can be made to Panier des Chefs. The customer must contact the relevant carrier's customer service for any enquiries or disputes.

Panier des Chefs is responsible in the event of damage to the customer's parcel by the carrier, **in accordance with Article L.121-20-3 of the French Consumer Code**, under the following conditions:

- Upon receipt, the customer must check the condition of the outer packaging and then the contents of the parcel before signing the delivery note. Any anomaly (damage, deterioration, breakage) must be noted on the delivery note.
- Without written confirmation of the parcel's condition, no claim or compensation can be accepted.

In the event of damaged goods: refuse the parcel, noting "**delivery refused, damaged goods**" on the delivery note, take photos and inform Panier des Chefs **within 24 hours** by phone or email.

In the event of a parcel that has already been opened or shows signs of opening: refuse the parcel, noting "**evidence of tampering**" on the delivery note, take photos and inform Panier des Chefs within 24 hours.

In the event of missing goods, inform Panier des Chefs within 24 hours by email or phone.

Delivery problems

Panier des Chefs is not responsible for delivery problems resulting from an incorrect delivery address provided by the customer. No claims will be accepted.

Restrictions in certain countries

The customer must contact Panier des Chefs to find out about shipping possibilities for products and equipment depending on the destination country.

- Depending on the destination, shipments of alcohol or food products containing pork may be prohibited.
- US and Canadian regulations prohibit food products from being shipped to these two countries.
- Gas cartridges, dry ice and liquid nitrogen are only deliverable within mainland France.

Panier des Chefs asks its international customers to **check the restrictions in their country**.

Right of Withdrawal

The right of withdrawal does not apply if the customer is a professional.

The customer has a right of withdrawal, in accordance with **Article L.121-20 of the French Consumer Code**. A customer who purchases goods remotely from a professional has 14 clear days to change their mind and return the purchased product(s).

- The 14-day period has been a legal requirement since 13 June 2014. If it expires on a weekend or public holiday, it is extended to the next working day.

Only the price of the purchased product is refunded. Return shipping costs are the customer's responsibility.

The customer must notify their decision to withdraw before returning the goods.

In the case of postal return, the goods must be returned intact in their original packaging with all original documents, in order to obtain a credit or exchange (**processing time: 14 days upon receipt of returned goods**).

Products excluded from the right of withdrawal:

- Food products that have been opened or used, or that do not suit the customer's taste.
- Any sensitive product requiring a sealed closure to preserve its quality.
- Dry ice and liquid nitrogen.

The goods must not be used or damaged in any way before being returned.

Please contact Panier des Chefs before returning any goods. **Returns should be sent to the address indicated on the invoice.** The customer must pack the goods carefully.

Once the returned goods have been checked by our team, Panier des Chefs undertakes to offer an exchange or credit note according to the customer's preference.

You may exercise your right of withdrawal by completing and returning the form below:

[Withdrawal Form – Panier des Chefs](#)

Guarantee and After-Sales Service

Supplier guarantee

- The guarantee is indicated on all applicable appliances and machines. The customer may contact Panier des Chefs for any questions regarding the product guarantee.
- Invoice: proof of guarantee
- The customer must have their invoice to benefit from the applicable guarantee.

The customer is responsible for the cost of returning the faulty product to Panier des Chefs. Panier des Chefs will cover the cost of re-dispatching the repaired equipment.

Improper use of equipment

Panier des Chefs will not cover the after-sales service (**repair costs borne by the customer, a quote will be provided beforehand**) in the following cases:

- Improper use of the equipment
- Replacement of consumables such as batteries or bulbs

The customer must contact Panier des Chefs before returning any goods.

Return of defective goods

The customer must contact Panier des Chefs before returning any defective machine or product, by email or phone.

Jurisdiction

1°) Panier des Chefs is governed by French law.

2°) In the event of a dispute and in the absence of mediation, the customer has the right to bring the matter before the court of the place where they resided at the time the contract was concluded or the damage occurred.

Retention of title

1°) In accordance with the retention of title clause under Law No. 80.335 of 12 May 1980, goods remain our full property until complete payment of the agreed price has been received.

2°) The place of payment is our registered office, currently at 142 rue de l'Aven, 34980 St Gély du Fesc.

Right of Access to Files

The Customer has, pursuant to Law No. 78-17 of 6 January 1978 (Data Protection Act), the right to access, rectify and object to data held about them.

To exercise any of these rights, the Customer should write to:

SAS MIR Gourmet – Panier des Chefs

142 rue de l'Aven - 34980 St Gély du Fesc, France

Copyright - Photo credits

The entire Panier des Chefs website (photos, information, data...) is protected by data protection legislation. No reproduction is authorised, under penalty of sanction.

Data protection

Panier des Chefs holds a customer database used solely to process orders. No data is transferred to commercial partners. In accordance with **Law No. 78-17 of 6 January 1978**, customers may request rectification, modification or deletion of their data by contacting Panier des Chefs directly by phone or email.

For more information, please visit our [Personal Data Protection Policy](#) section.