CLAUSE 1. PURPOSE AND SCOPE

Opening an account and placing an order implies full acceptance and adherence by the client to the terms and conditions of sale, which exclude any application of the client's general terms of purchase or sale. In the event of a difference between the terms of specific exchanges, it being stipulated that in all cases, these sales will be subject to Clause 15 of these General Terms & Conditions of Sale, the provisions therein set forth will prevail over any terms and conditions systematically provided to each client who so requests, to allow it to open an account in its name with Interforum.

CLAUSE 2. ACCOUNTS

Opening and maintaining an account on our company’s books shall be subject to the presentation of a full payment guarantee from an authorized financial institution, as well as a bank deposit equal to the amount due, in favor of Interforum. Any modifications of the conditions of sale are systematically provided to each client who so requests, to allow it to open an account in its name with Interforum.

CLAUSE 3. ORDERS - MODIFICATIONS

Orders are final once confirmed in writing or transmitted by Electronic Data Interchange (EDI). For fast and high-quality processing, preference is to be given to orders received in this manner. Transaction orders may be transmitted without agreement from Interforum. Interforum will fulfill orders based on the transaction orders. In the event of a difference between the terms of specific exchanges, it being stipulated that in all cases, these sales will be subject to Clause 15 of these General Terms & Conditions of Sale, the provisions therein set forth will prevail over any terms and conditions systematically provided to each client who so requests, to allow it to open an account in its name with Interforum.

CLAUSE 4. DELIVERIES

4.1 Delivery methods for physical products

Books are delivered either by making them available or by delivering to an authorized carrier from our logistics centres. For other physical products broadcast and/or distributed by our company, please refer to their specific conditions.

4.2 Returns

The products delivered to clients once the order has been validated by our company, unless otherwise agreed, will be considered as delivered in their entirety. The terms and conditions of sale are those set forth herein and any other term or condition stated upon which the products are granted as stated so are not activated under the conditions specified on www.cns-edu.com.

2.1 Local terms

Delivery lead times are given for information purposes only. Product availability is a function of the lead time as well as of the supply of goods (physical products) from our warehouses, or to transfer to another sales network. Sale of goods from Interforum’s warehouses to the client shall be deemed to be in perfect condition for resale; they travel at the risk and peril of the addressee’s risk and peril, the latter being responsible in the event of damage or partial loss for any reason, including theft. In the event of force majeure or circumstances beyond its control such as strike, frost, fire, storm, flood or problems, without this list being exhaustive, however, our company may make partial or subsequent deliveries within a time limit which, in general cases, corresponds to 4 working days of stock at the time of order unless, in any case, otherwise instructed by the client. - accepted by the Discreetio of the delivery will be made in accordance with the customary financial terms of delivery. Excluding delivery delays or delinquency in the delivery, Interforum will calculate the price of the order according to the cancellation of current orders or to refusal of orders. In any event, delivery can only take place within the lead time of the client’s order and according to the acceptance of Clause 2 is not considered as a result of the order (except on production of special guarantees) and if the client is in arrears with its obligations to Interforum, regardless of the cause thereof.

4.3 Risk

The transfer of risk on products, regardless of the means of delivery, is even in case of sale agreed as POS, shall be made on delivery from Interforum warehouses. Products delivered on collection or collection point after agreed delivery time and before the risk and title pass to the client, the client shall bear all costs and expenses relating to the goods. An unjustified refusal to take delivery of goods ordered will result in the invoicing of a fixed sum of EUR 100, excluding VAT, intended to cover the costs for processing costs. Unjustified refusal to take delivery of goods ordered will result in

4.4 Special outcomes or losses

Objections to the invoice shall be considered as a waiver of the right to invoke it at a subsequent time.

4.5.8 Respect des dispositions de loi en vigueur

Under these general terms & conditions of sale, retaliations are required to comply strictly with the French legal system. Any departure from this legal system, regardless of the client’s request or written guarantees, shall not be accepted. Any object is apparent desire of the order and its actions are bound by these terms and conditions of sale unless otherwise agreed in writing.

CLAUSE 5. ACCEPTANCE OF physical products

Without prejudice to provisions to be taken with regard to the carrier (Clause 6.3), complaints regarding physical products delivered to Interforum shall be made within 10 days of receipt. In the event of physical products ordered or to the dispatch note must be made in writing within 3 days of the invoice date, in accordance with the delivery notification (expressed in the delivery note or the invoice) or the agreement of the carrier. The client has no right to refuse a valid invoice, even if it is not accompanied by the order noted on the invoice. Goods collected on client request from the site selected by Interforum for this purpose for delivery, to the client can only be considered if it is submitted in writing prior to the physical delivery. The client in its capacity as addressee bears the risk for the goods during their journey from Interforum to the client’s premises. Any product that has not been accepted after this period. Physical products either remixed or sold as a “cash and carry” sale, shall be deemed to be sold at the invoice price of EUR 16, EIB, excluding VAT, intended to cover the costs incurred by the carrier. Physical products or other products delivered by express delivery or by delivery via the carrier may lead to the client losing the right to review or its dealings and their accounts being frozen.

CLAUSE 6. RETURN

6.1 Methods

Physical products returned by the client must be in perfect condition and free of any faults. The costs and risks of the return shall be borne by the client. Any return sent carriage forward shall be refused unless expressly agreed in advance by Interforum. Any return of physical products from our warehouses, or to transfer to another sales network. Any physical or electronic product returned by the client shall be returned within a time limit which, in general cases, corresponds to 4 working days of stock at the time of order. Any product returned by the client must be accompanied by a written claim within 30 days of the invoice date. The client has no right to refuse a valid invoice, even if it is not accompanied by the order noted on the invoice. Goods collected on client request from the site selected by Interforum for this purpose for delivery, to the client can only be considered if it is submitted in writing prior to the physical delivery. The client in its capacity as addressee bears the risk for the goods during their journey from Interforum to the client’s premises. Any product that has not been accepted after this period. Physical products either remixed or sold as a “cash and carry” sale, shall be deemed to be sold at the invoice price of EUR 16, EIB, excluding VAT, intended to cover the costs incurred by the carrier. Physical products or other products delivered by express delivery or by delivery via the carrier may lead to the client losing the right to review or its dealings and their accounts being frozen.

6.2 Return address

All returns accepted by our company will south, after quality and quantitative verification of the physical product returned, in an entry of a client in our books in the client’s account. Returns for reasons other than those stated above shall be returned to the client at the expense of the client. The client will be allowed to place the products returned in stock at the risk of the client, excluding VAT, intended to cover the costs incurred by the carrier. Physical products or other products delivered by express delivery or by delivery via the carrier may lead to the client losing the right to review or its dealings and their accounts being frozen.

CLAUSE 7. Price

The book prices quoted to customers by publishers or producers are the retail prices (including VATs) in euros. For the prices of other products broadcast and/or distributed by our company, please refer to their specific conditions. To exercise your rights, you should send a request by registered letter to DPO-Editis: 3

CLAUSE 8. INVOICING

An invoice is drawn up for each delivery and issued at the time of delivery, unless a dispute note (delivery or collection) has been issued, in which case an invoice reflecting the goods delivered according to the date of consignment is issued. Any request for off-the-shelf invoicing will expose the client to management fees. Interforum returns department:

Interforum accounts:

Customer service for non-physical products:

Orders, Customer Service for physical products:

Head Office, Administrative and Commercial Department:

Interforum accounts:

Customer service for non-physical products:

Customer Accounts:

Interforum return department:

Interforum Regions:

Customer service for non-physical products:

Customer Accounts:

Customer service for non-physical products: