MAISON LOÏS KEDOCHIM

Care Charter

Membership · La Collection

Our pieces live with you.
This charter is here to accompany whatever may happen to them.

ENGLISH VERSION

NOVEMBER 2026

01 · THE MEMBERS' CIRCLE

A lasting relationship with the Maison.

A piece by Maison Loïs Kedochim is designed to accompany its owner for years, sometimes decades. The Members' Circle extends that relationship. There are two ways to join:

Membership

CHF 5/month or CHF 55/year
Protects one piece
and gives access to the Circle's benefits.

La Collection

CHF 10/month or CHF 110/year
Protects up to **three** pieces
and gives access to the Circle's benefits.

One-year commitment.

Wherever you're from and whatever currency you use, we adapt to you. You can pay by bank transfer in any of the following currencies (1 CHF = 1.10 EUR = 1.20 USD = 0.95 GBP):

Membership
Monthly: CHF 5 · EUR 5.50 · USD 6 · GBP 4.75
Annual: CHF 55 · EUR 60.50 · USD 66 · GBP 52.25

La Collection
Monthly: CHF 10 · EUR 11 · USD 12 · GBP 9.50
Annual: CHF 110 · EUR 121 · USD 132 · GBP 104.50

	Membership	La Collection
Protected pieces	1	Up to 3
Monthly	CHF 5	CHF 10
Annual, paid upfront	CHF 55	CHF 110
Major Requests	1 per piece per year	1 per piece per year
Fixed excess	From CHF 30	From CHF 30
Maison Credit	CHF 200 after 36 paid months	CHF 200 after 36 paid months
Eligible consumables	CHF 5 discount per unit	CHF 5 discount per unit
Priority access	Included	Included

See chapter 07 for full details and examples of Major Requests, chapter 08 for the excess, chapter 05 for the Maison Credit, and chapter 09 for payment and membership term.

DEFINITIONS

Member: any person holding an active membership (Membership or La Collection).

Protected piece: a piece registered under a Membership or in one of the three slots of La Collection.

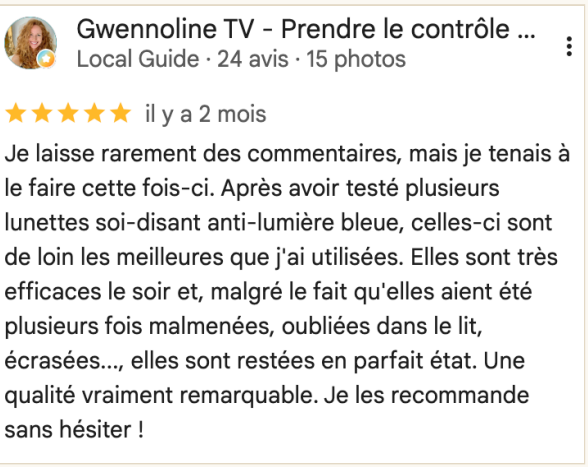
Annual coverage period: each 12-month period starting from a membership's first actual payment.

Major Request: the only protection request provided for by this charter (see chapter 07).

02 · WHAT CAN HAPPEN

Made to last, and made to be lived with.

Years of use, travel and everyday life bear witness to this.
Here is what our clients write to us about their glasses.



Gwennoline TV - Prendre le contrôle ...
Local Guide · 24 avis · 15 photos

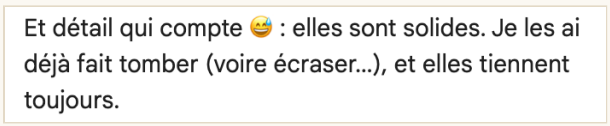
★★★★★ il y a 2 mois

Je laisse rarement des commentaires, mais je tenais à le faire cette fois-ci. Après avoir testé plusieurs lunettes soi-disant anti-lumière bleue, celles-ci sont de loin les meilleures que j'ai utilisées. Elles sont très efficaces le soir et, malgré le fait qu'elles aient été plusieurs fois malmenées, oubliées dans le lit, écrasées..., elles sont restées en parfait état. Une qualité vraiment remarquable. Je les recommande sans hésiter !

EN

Gwennoline TV - Taking control...
Local Guide · 24 reviews · 15 photos
5 out of 5 stars · 2 months ago

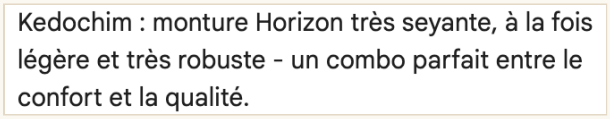
I rarely leave reviews, but I wanted to this time. After trying several pairs of so-called blue-light-blocking glasses, these are by far the best I've used. They are very effective in the evening, and despite being roughly handled several times, left in bed, crushed... they have remained in perfect condition. Truly remarkable quality. I recommend them without hesitation!



Et détail qui compte 😅 : elles sont solides. Je les ai déjà fait tomber (voire écraser...), et elles tiennent toujours.

EN

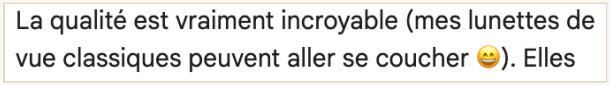
And one detail that matters 😅: they're sturdy. I've already dropped them (even crushed them...), and they're still holding up.



Kedochim : monture Horizon très seyante, à la fois légère et très robuste - un combo parfait entre le confort et la qualité.

EN

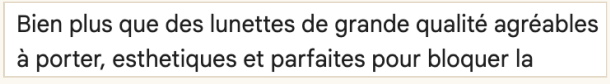
Kedochim: the *La HORIZON frame is very flattering, both lightweight and very sturdy - a perfect combination of comfort and quality.



La qualité est vraiment incroyable (mes lunettes de vue classiques peuvent aller se coucher 😄). Elles

EN

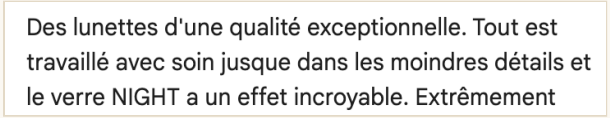
The quality is truly incredible (they put my regular prescription glasses to shame 😄). They...



Bien plus que des lunettes de grande qualité agréables à porter, esthetiques et parfaites pour bloquer la

EN

Much more than high-quality glasses that are comfortable to wear, attractive and perfect for blocking...



Des lunettes d'une qualité exceptionnelle. Tout est travaillé avec soin jusque dans les moindres détails et le verre NIGHT a un effet incroyable. Extrêmement

EN

Glasses of exceptional quality. Everything is carefully crafted down to the smallest details, and the NIGHT lens has an incredible effect. Extremely...

Yet life's accidents can affect even the sturdiest objects. The following pages show what has happened to other clients.

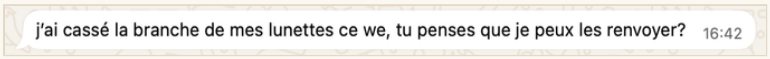
* La Horizon (now Vexica)

02 · WHAT CAN HAPPEN

Glasses: what has happened to other clients.

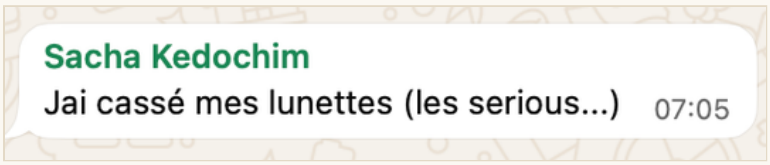
Broken hinge

From stepping or sitting on your glasses



EN

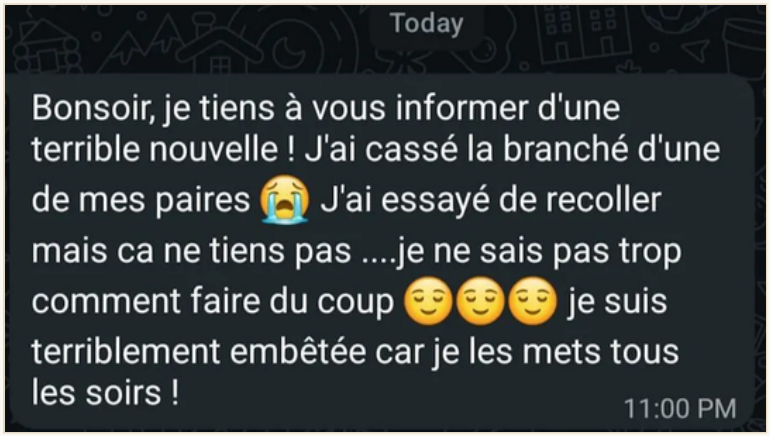
I broke the arm of my glasses this weekend. Do you think I can send them back?



EN

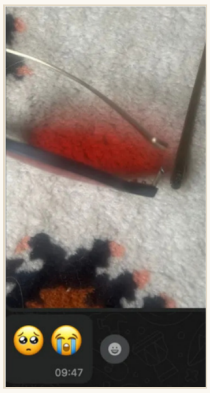
Sacha Kedochim

I broke my glasses (the *La SERIOUS pair...)



EN

Good evening, I have some terrible news! I broke the arm of one of my pairs 😭 I tried gluing it back together, but it won't hold... I'm not quite sure what to do 😔😔😔 I'm really upset because I wear them every evening!

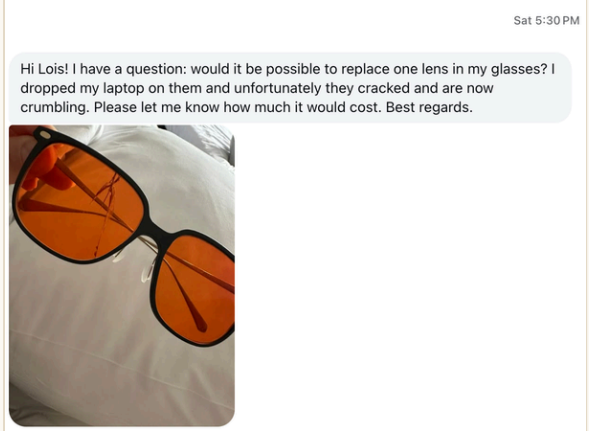




EN

Hey Loïs, I think I have a little problem 😅 Do you know if anything can be done?

Broken lens



EN · ORIGINAL MESSAGE

Hi Lois! I have a question: would it be possible to replace one lens in my glasses? I dropped my laptop on them and unfortunately they cracked and are now crumbling. Please let me know how much it would cost. Best regards.

* La Serious (now Sirius)

02 · WHAT CAN HAPPEN (CONTINUED)

Broken nose-pad arm

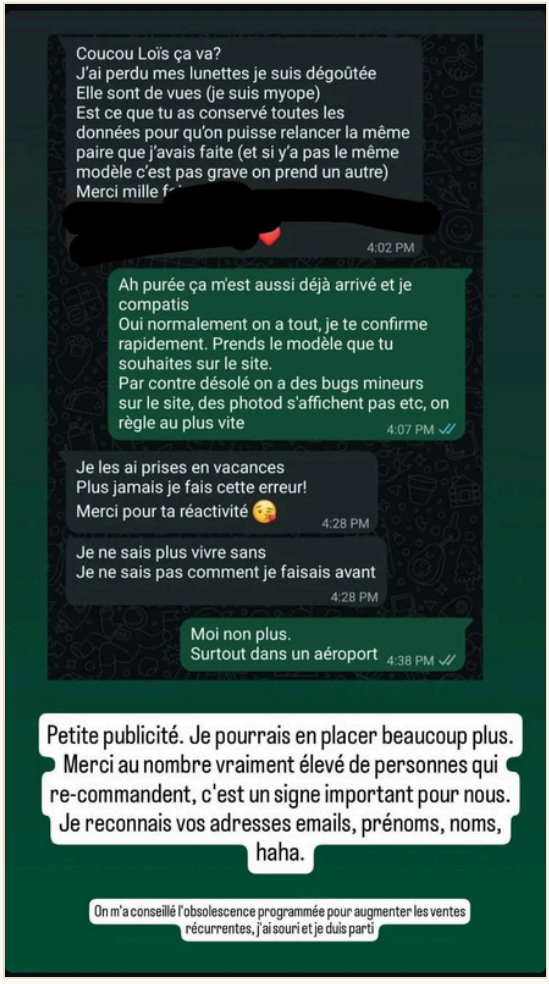




EN

Hello, the nose-pad attachment on a pair of my LK glasses has broken. Can I have it repaired at any optician, or should I send it back to you? Thank you. See you soon 🤗🙏

Lost glasses



EN · CLIENT

Hey Loïs, how are you? I lost my glasses, I'm gutted. They're prescription glasses (I'm short-sighted). Have you kept all the details so we can reorder the same pair I had made? If the same model isn't available, another one is fine. Thanks a million. I just posted some stories to announce that your site was open ❤️

EN · MAISON

Oh damn, that's happened to me too, and I sympathise. Yes, we should have everything; I'll confirm shortly. Choose whichever model you want on the site. Sorry, though, we have a few minor bugs on the site: some photos aren't showing, etc. We'll fix them as soon as possible.

EN · CLIENT

I took them on holiday. I'll never make that mistake again! Thanks for your quick response 😘

EN · CLIENT

I can't live without them anymore. I don't know how I managed before.

EN · MAISON

Me neither. Especially in an airport.

Caption below the conversation: A little publicity. I could share many more of these. Thank you to the very large number of people who reorder; it means a lot to us. I recognise your email addresses, first names and surnames, haha.

Small caption: I was advised to use planned obsolescence to increase repeat sales. I smiled and walked away.

02 · WHAT CAN HAPPEN (CONTINUED)

A change in prescription



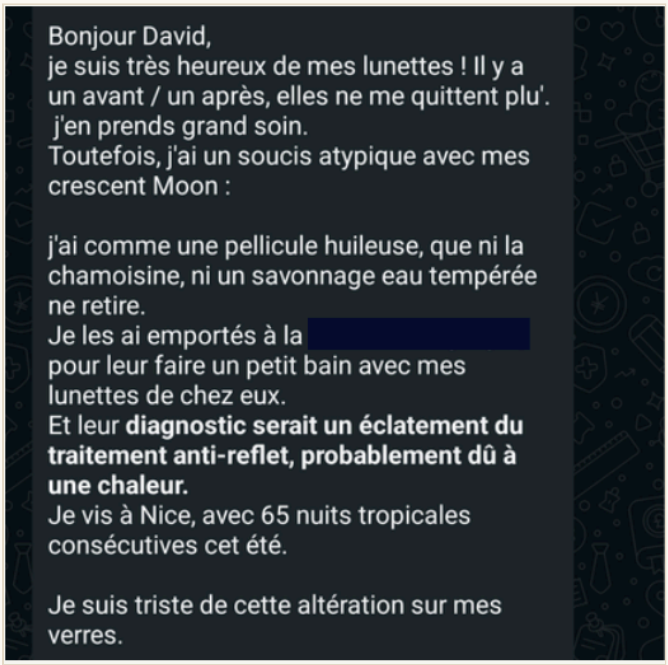
EN · CLIENT
If we order a pair with our prescription and our eyesight then changes, can we have just the lenses replaced in that pair? Thanks for your answer 🙏

EN · MAISON
Yes, for Members only. Since you're a Member, that's fine, as long as your payments are up to date. :)

EN · CLIENT
Okay, great, thank you 😊

Exceptional sensitivity to heat

Only one case has been identified.



EN
Hello David,
I'm very happy with my glasses! They have made such a difference; I never go anywhere without them, and I take great care of them.
However, I have an unusual issue with my *La CRESCENT MOON glasses: there is a kind of oily film that neither the cleaning cloth nor washing with soap and lukewarm water removes.
I took them to [redacted] to have them cleaned in a bath along with my glasses from that optician.
Their diagnosis was that the anti-reflective coating may have cracked, probably because of heat.
I live in Nice, where we had 65 consecutive tropical nights this summer.
I'm sad about this deterioration of my lenses.

* La Crescent Moon (now Beyond)

02 · WHAT CAN HAPPEN

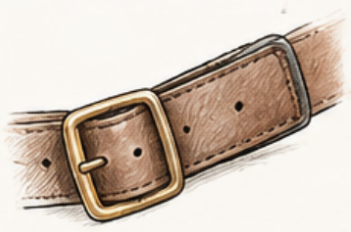
Leather goods



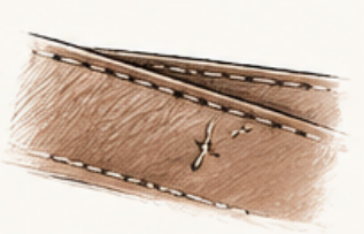
Significant cosmetic damage
Persistent stain, deep scratch



Significant stain



Broken component
Buckle, clasp, button, missing part



Damaged stitching
Tear, stitching coming apart



Snag
Keys, objects in a bag



Significant damage
Moisture, exceptional conditions

Wrought iron



Corrosion



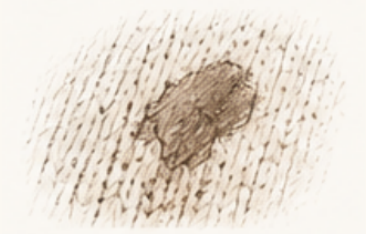
Significant deformation, breakage

02 · WHAT CAN HAPPEN

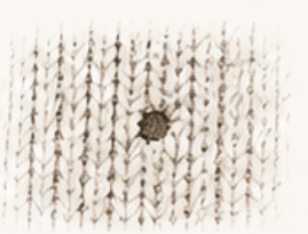
Wool



Pulled stitch



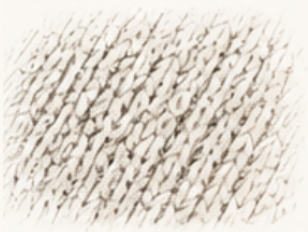
Significant stain



Hole



Significant deformation, accidental shrinkage



Significant change in appearance

Protection covers significant cosmetic or functional damage.

The normal signs of an object's life - patina, natural stretching of the wool, normal wool pilling, signs of use on leather - do not constitute damage. Every request is reviewed by the Maison against the criteria in this charter, and you receive a written reply explaining our decision.

03 · FOR ALL OUR CLIENTS

The Satisfaction Guarantee: 60 days.

Change your mind, at no cost.

We guarantee your complete satisfaction, at no cost, within 60 days of your order's dispatch date. Dissatisfaction with the colour, shape, size, feel, or for any other reason leads to an immediate, personal conversation between you and us, followed by an exchange with value adjustment or a full refund on request, with no return costs.
Your piece must be returned to us in new condition, with its accessories.

Conditions

- Applies to all our lasting pieces, except limited editions and consumables.
- Allows you to change product (frame, lens type or handcrafted piece), including with a prescription, or to obtain a full refund.
- The exchange applies to a product available for sale at the time of your purchase, not to a product released later.
- **NIGHT PRO exception**: for an order of several pairs exclusively in NIGHT PRO, only one pair can be refunded; the others can be exchanged for another Maison lens, or converted into Maison Credit up to the amount paid. Members benefit from a more favourable condition (chapter 05).
- The Satisfaction Guarantee is there to confirm your choice. **It does not cover breakage.**
- After 60 days, the piece is in your care, unless it is protected by Membership or La Collection, and subject to the applicable statutory warranty.

Manufacturing defects

Within 60 days of the dispatch date: free repair, replacement if necessary, refund if preferred. After that, a proven manufacturing defect is handled in accordance with the applicable statutory warranty. The Maison examines each product; damage resulting from use, an accident or care does not constitute a manufacturing defect.

Shipping

Standard shipping costs are covered by the Maison: dispatch, customs and taxes, with no additional charges on delivery. Signature on delivery is available as an option, for an extra CHF 20.

04 · WITHOUT PROTECTION

Repairs after 60 days.

These flat fees apply to unprotected pieces, and to protected pieces whose Major Request for the current period has already been used. They are separate from the Major Request excess (chapter 08).

Situation	Terms
Glasses	
One or two lenses broken or scratched	Replacement at 70% of the public price of the complete pair you wish to have - not the pair originally ordered - at the price in effect when the request is received
Broken frame (hinge)	Replacement at a fixed price of CHF 130; change of model possible, excluding limited editions, with value adjustment*
Change in prescription	New lenses at 70% of the public price of the complete pair you wish to have - not the pair originally ordered - at the price in effect when the request is received
Loss, theft, dissatisfaction	Not covered
Wool	
Normal wear (patina, stretching, texture)	Inherent to the nature of the product, not covered
Socks, gloves: minor or major damage	Fixed repair fee of CHF 60
Sweaters: minor damage (seam, button)	Fixed repair fee of CHF 100
Sweaters: major damage	Hole, pulled stitch, tear, shrinkage: repair or replacement, flat fee of CHF 200
Leather goods	
Normal wear (patina, marks)	Inherent to the life of leather, not covered
Leather bags, including toiletry bag and belt bag	Minor damage (seam, button, clasp): CHF 200 Major damage (tear, cut, damaged structure): CHF 250
Glasses cases, bracelets	Minor or major damage: flat fee of CHF 80
Belts	Flat fee of CHF 120
Wrought iron and consumables	
Broken or bent candlestick	Repair rarely possible; replacement at public price
Candles and consumables	No returns, except for a major defect identified and reported within 15 days of receipt

All work is subject to the Maison's prior approval after examining the product; we always offer a solution where possible. Flat fees include labour and logistics costs. *Value adjustment: the difference is given as Maison Credit if it is in the client's favour, or paid to the Maison otherwise.

05 · THE CIRCLE'S BENEFITS

What every Member receives.

These benefits are attached to Member status, not to the number of protected pieces or memberships held. They are granted only once per Member.

Priority access	Priority and extended access to the Maison's order windows, before any communication on any channel (email, WhatsApp, social media), and exclusive benefits reserved for Members.
One annual Major Request	For each protected piece, we repair or replace it in the event of breakage, significant damage, loss or theft. For your glasses, we also do so if your prescription or lens needs change. All you pay is a fixed excess: CHF 30 for glasses, CHF 40 to 50 for other pieces. Every request that meets the Charter is approved.
CHF 5 off every consumable	A CHF 5 discount on each unit of eligible consumable product, including beeswax candles. Applied automatically at checkout, with no code, when the Member is signed in before paying. Can be combined with any other discount, but cannot exceed the product's price. The benefit does not multiply with the number of memberships: a Member holding both a Membership and a La Collection receives a CHF 5 discount per candle.
CHF 200 Maison Credit	CHF 200 offered for every 36 months of paid membership, usable for one month during the first sales opening that follows. No minimum purchase and no extra spending required: you can choose a CHF 190 piece and receive it without paying anything. Excluding consumables and limited editions. This Maison Credit is CHF 200 per Member, regardless of the number of protected pieces.
NIGHT PRO freedom	Within 60 days of your order's dispatch, a request for a full refund of an order including several NIGHT PRO pairs will be accepted if you return your glasses and accessories in new condition. For such a request without a Membership or La Collection, only one pair can be refunded; the others give rise to exchanges.

A Member does not need to take out a new membership to enjoy these benefits; an additional membership is only useful to protect another piece.

06 · PROTECTING YOUR PIECES

One piece, one Membership. Three pieces, La Collection.

Membership

Protects one specific piece, not a product category. A Member may hold several Memberships, each linked to its own piece.

La Collection

Protects up to three pieces under a single membership, whether of the same category or not: three pairs of glasses, or one pair, a sweater and a candlestick. The membership has a single annual coverage period.

Eligible pieces

ELIGIBLE FOR PROTECTION

- Glasses
- Belts and fine, soft sweaters
- Thick sweaters, soft or textured
- Wrought-iron candlesticks
- Leather bags, toiletry bag, belt bag

NOT ELIGIBLE FOR PROTECTION

- Socks and gloves
- Glasses cases and bracelets
- Beeswax candles and other consumables

Membership is designed for pieces where protection offers a real benefit to the client. For socks, gloves, bracelets and glasses cases, the cost of membership and excess would be close to the value of the piece; they are therefore not eligible for this protection.

This exclusion concerns protection only. The benefits of the Members' Circle remain available to every Member; these pieces simply cannot be registered as protected pieces.

Designating the protected piece

- When joining, the Member clearly states in writing the specific piece(s) being protected. A client who buys three pairs of glasses and takes out only one Membership must designate one specific pair; that Membership does not cover the other two.
- For glasses, protection covers the exact pair and its configuration, including the prescription and lens thickness (thinned lenses).

06 · PROTECTING YOUR PIECES (CONTINUED)

Protected value and freedom of choice

Protection guarantees the original purchase value of the piece and its configuration, not future prices. There are two cases.

CASE 1. Identical reproduction

After an approved Major Request, if the Member wishes to reproduce their original piece in exactly the same configuration, the Maison reproduces it for the applicable excess, **even if the catalogue price has increased** since purchase. For glasses, this includes the original frame, prescription and lens configuration, subject to the SUPER THIN supplement where remaking requires it.

CASE 2. Voluntary change

If the Member wishes to choose another piece, or change their frame, prescription, lenses or any other option, **the amount actually paid** for the protected piece is the reference value. The new choice is calculated at the prices in effect on our website at the time of the Major Request. Any difference is payable by the Member; no supplement is due if the new choice stays within the covered value.

EXAMPLE, CASE 2

Original purchase of the glasses	CHF 270
New configuration, current price	CHF 410
Protected reference value	- CHF 270
Difference payable	CHF 140
Glasses excess	CHF 30
Total payable	**CHF 170**

Excluding the SUPER THIN supplement and the remaining balance of the initial commitment, where applicable.

If the Member chooses a piece or configuration worth less than its original purchase value, the difference is not refundable.

Start of protection

- **With an order**: protection and the first annual period begin with the first actual payment, normally made at dispatch.
- **Piece already owned**: a client may join during an order window to protect an eligible piece they already own. The first payment and coverage period begin when the membership is accepted, payment is made and the piece is approved for registration.
- **Free La Collection slot**: it can be filled at any time, including outside order windows, if the piece is eligible and its registration is approved. This addition does not restart the membership, create a new annual period or trigger any additional fee.
- Coverage of a piece begins once its registration is confirmed. **It does not cover any prior event.**

06 · PROTECTING YOUR PIECES (CONTINUED)

Change your piece, freely.

Your tastes evolve, and so do your pieces. You may transfer your protection free of charge to another eligible Maison piece, once per protected piece in any rolling 12-month period, simply by asking. With La Collection, that means up to three transfers a year when three pieces are protected.

The transfer takes effect once confirmed by the Maison. It cannot involve a piece that has already been damaged, lost or stolen.

Your membership keeps its original renewal date and no new payment is required.

Transfers linked to a replacement (a piece refunded under the Satisfaction Guarantee, or a replacement piece after loss or theft) do not count towards this free annual transfer.

Transfer of protection

- Any transfer of protection requires your request and the Maison's written confirmation; it is never automatic. The Maison confirms the transfer when the new piece is eligible and the conditions of this charter are met.
- **Refunded piece**: if a protected piece is refunded under the Satisfaction Guarantee, protection can be transferred to another eligible piece, subject to approval, without a new membership.
- **Loss or theft**: after a Major Request for loss or theft, protection applies to the replacement piece. Within 5 days of approval, the Member may ask for it to be assigned to another of their pieces, subject to approval. The Major Request still counts for the current annual period.
- Loss, theft or refund of the protected piece does not end the membership.
- **Change of owner**: protection is attached to the Member personally. It does not follow the piece if it is sold or given away. The Member may ask for the protection to be transferred to another of their eligible pieces.

Benefits linked to a protected piece

- **Upgrade**: without a Major Request, the option to upgrade to a product newly available for purchase on the Maison's website, excluding limited editions, with value adjustment. An upgrade cannot replace a Major Request when the piece is damaged: the Major Request procedure and its excess then apply, subject to approval.
- Any trade-in or upgrade involving a damaged piece is assessed individually by the Maison, with no automatic trade-in value or guaranteed Maison Credit.
- **Replacement glasses**: when a protected pair must be returned to us, the Maison may lend a Seconde Vie pair without prescription during the work, depending on available models and lenses.

07 · THE MAJOR REQUEST

One request per piece, every year.

The Major Request is the only protection request provided for by this charter. It allows a major repair, remaking or replacement of a protected piece, for the applicable fixed excess. It never results in a refund or Maison Credit.

Eligible grounds

- Breakage or significant accidental damage.
- Loss or theft.
- For glasses: change of lens type (NIGHT 4, NIGHT PRO or other) or change in prescription (including the wish to fit non-prescription lenses even without a personal change in prescription).

Annual limit

One approved Major Request per protected piece per annual coverage period. A Membership therefore allows one Major Request per year; La Collection up to three, each for a different piece. Replacing a piece does not reset this counter. Any further service is offered under the conditions without protection (chapter 04).

Review and outcome

- You can submit a Major Request by phone, WhatsApp or email. We may ask for photos, further information or to examine the piece. Any request that meets the conditions of this charter is approved, and we send you a written decision explaining our reasons, normally within 15 days of receiving all the information we need.
- Once the request is approved and any amounts due are paid, the Maison carries out the repair, remaking or replacement.
- A Major Request never results in a refund, whether in cash or as Maison Credit. The amount originally paid for the piece may only be applied towards another Maison piece.
- A proven manufacturing defect does not fall under the Major Request: it is handled under chapter 03.
- Not covered: normal wear, patina, cosmetic ageing and intentional damage. A request that does not meet these conditions is declined.

Shipping costs

For an approved Major Request, the Maison covers reasonable standard shipping costs, including sending the piece to us when we ask for it. Signature on delivery remains optional, for an extra CHF 20.

07 · THE MAJOR REQUEST (EXAMPLES)

Six situations, two answers.

For a Member who has paid their membership annually. When paying monthly during the first year, the remaining balance of the initial commitment is added (chapter 08). Indicative prices, based on the prices in effect on our website.

1. Broken lenses

A CHF 490 pair, lenses broken by stepping on them.

WITHOUT PROTECTION
CHF 343
70% of the price of the pair

WITH MEMBERSHIP
CHF 30
Glasses excess,
+ CHF 40 if SUPER THIN

2. Lost or stolen glasses

The same pair left on a train.

WITHOUT PROTECTION
CHF 490
New pair at public price

WITH MEMBERSHIP
CHF 30
Glasses excess, pair reproduced,
+ CHF 40 if SUPER THIN

3. Change in prescription

Your eyesight changes, new lenses.

WITHOUT PROTECTION
CHF 343
70% of the price of the pair

WITH MEMBERSHIP
CHF 30
Glasses excess,
+ CHF 40 if SUPER THIN

4. Broken frame

Broken hinge or severely damaged frame.

WITHOUT PROTECTION
CHF 130
Fixed replacement price

WITH MEMBERSHIP
CHF 30
Glasses excess

5. Leather bag

A CHF 400 leather toiletry bag, torn.

WITHOUT PROTECTION
CHF 250
Major damage flat fee

WITH MEMBERSHIP
CHF 50
Leather bag excess

6. Thick textured sweater

A CHF 400 sweater, accidentally holed or shrunk.

WITHOUT PROTECTION
CHF 200
Major damage flat fee

WITH MEMBERSHIP
CHF 50
Thick sweater excess

A lost pair costs CHF 490.
A year of Membership, CHF 55 to 60.

UP TO
CHF 405
(EUR 445.50 · USD 486 · GBP 384.75)
SAVED

08 · EXCESS AND AMOUNTS DUE

A fixed excess, known in advance.

Every approved Major Request carries a fixed excess, the same whether the piece is damaged, lost or stolen.

Category	Excess
Glasses	CHF 30
Belts, fine and soft sweaters	CHF 40
Thick sweaters, soft or textured	CHF 50
Wrought-iron candlesticks	CHF 50
Leather bags, toiletry bag, belt bag	CHF 50
SUPER THIN supplement, if new SUPER THIN lenses are required	+ CHF 40

The excess is separate from the flat fees without protection (chapter 04). Not eligible for protection: socks and gloves, glasses cases and bracelets, candles and other consumables (chapter 06). The SUPER THIN supplement applies only if replacing SUPER THIN lenses is genuinely required, and does not change the membership price.

Remaining balance of the initial commitment

When a Member paying monthly makes an approved Major Request during their initial commitment, the remaining balance of that 12-month commitment must be paid before the work, less the monthly instalments already paid. Paid monthly, the annual commitment amounts to CHF 60 for Membership and CHF 120 for La Collection; the CHF 55 and CHF 110 rates apply only to annual payment in advance. This balance is paid only once, even if there are several Major Requests. A Member who has paid for the year in advance pays only the excess and, where applicable, the SUPER THIN supplement.

Example 3 instalments already paid	**Amount still payable** Excluding instalments already paid	**Excess** What you pay for the Major Request	**SUPER THIN** Exceptional case, only if your prescription is very strong and you need it	**Balance** The rest of your first year, owed to the Maison
Membership, lost glasses	**CHF 75**	CHF 30	-	CHF 45
La Collection, lost glasses	**CHF 120**	CHF 30	-	CHF 90
La Collection, lost SUPER THIN glasses	**CHF 160**	CHF 30	CHF 40	CHF 90

09 · PAYMENT AND TERM

A clear commitment.

Payment

- Memberships are paid by automatic bank transfer (standing order), monthly or annually, a payment method we favour for its simplicity and reliability.
- With an order, the first payment is made at dispatch, generally around 80 days after the end of the order window. For a piece already owned, it is made when the membership is accepted and the piece approved (chapter 06). The first actual payment marks the start of the commitment and of the first annual coverage period. Subsequent payments are made on the same date each month or each year.
- Each membership follows its own schedule from its first payment.

First year

The membership includes an initial 12-month commitment (12 monthly instalments or one annual payment). It cannot be cancelled during this period.

After the first year

- The membership renews automatically, monthly or annually according to the Member's choice, with no new commitment. Before the end of the first year and then, for memberships paid annually, before each annual renewal, we remind you in writing, one to three months in advance, that you can choose not to renew, and tell you the deadline for doing so.
- Annual payment is never refundable, whatever the year.
- **Once the first year is over, the Member may cancel one or more memberships at any time, without notice.** If a Major Request has been used during the current annual period, the fee for that entire period remains due and no refund is made.

Late payment

As soon as a payment is late, and once we have notified you in writing, your membership benefits are suspended. The Member has 30 days to settle. After that, the membership ends permanently and cannot be reactivated.

10 · JOINING THE CIRCLE

- Membership is offered exclusively during the Maison's order windows.
- Benefits take effect as soon as you validly join during an order window, provided the initial order is valid and paid; otherwise, they cannot be maintained. If that order is later refunded under the Satisfaction Guarantee, your membership is not affected.
- **Cooling-off period**: if you join remotely, you have 14 days from the date you join to withdraw, without giving a reason.
- A few days before dispatch, we adapt to you: we contact you 7 to 10 days before shipping to confirm your delivery arrangements. The address can be changed, including to another country, and dispatch can be postponed by a few days or weeks to suit you.

11 · ACCEPTANCE OF THE CHARTER

This charter is an integral part of our relationship with our clients.

Each membership is governed by a Membership or La Collection agreement, which sets out its legal framework.

Live better, consume less, pass them on to your children.