

Terms and Conditions of Sale

Effective Date: 24/06/2026

ARTICLE 1 – Scope

These Terms and Conditions of Sale (hereinafter the “T&Cs”) apply to all purchases made by individuals (hereinafter the “Customer”) on the official Cercle online support store at <https://www.cercle.io/>.

The store offers items related to Cercle’s events, including but not limited to:

- Digital photo pack ;
- Vinyls ;
- Your name in the end credits of the next Cercle Youtube video featuring Adriatique ;
- Your name featured AT THE OPENING of the next Cercle Youtube video featuring Adriatique ;
- A behind-the-scenes video of unseen footage from inside the world of Cercle ;
- A personal access to an online livestream on July 20, 2026, featuring the Cercle team and very special guests, to get a behind-the-scenes look and hear some unique stories.

By placing an order, the Customer confirms they are of legal age and agree to these T&Cs without reservation.

Product descriptions, photos, and specifications are available on the website. The Customer is responsible for checking them before purchasing.

ARTICLE 2 – Prices

All prices are listed in euros (€), **including all taxes (VAT included)**.

Shipping costs vary depending on the destination and are indicated before checkout.

 **For orders outside the EU**, customs duties or local taxes may apply. These are the Customer's responsibility.

ARTICLE 3 – Orders

To place an order, the Customer selects products, adds them to their cart, enters shipping and billing information, accepts the T&Cs, and completes payment via a secure portal.

Once confirmed, the order is final and cannot be modified.

The Seller reserves the right to cancel or refuse any order in case of a previous payment issue or suspicion of fraud.

ARTICLE 4 – Payment

Orders must be paid in full at the time of purchase using one of the secure methods available on the site:

- Credit or debit card
- Other methods available at checkout

The Seller is not required to dispatch any product until payment has been fully processed and received.

ARTICLE 5 – Shipping

Orders are shipped **worldwide** to the address provided by the Customer at checkout and/or by email.

Estimated delivery times vary based on destination and shipping method. These estimates are provided for reference only.



Important: The Customer is responsible for entering a complete and accurate shipping address.

Packages returned due to incorrect addresses will be refunded **excluding shipping fees**.

Note: Delivery to pick-up points is not accepted.

The Customer has **30 days from delivery** to report any damaged or non-compliant items to [hello@cerclemusic.com], with supporting photos.

ARTICLE 6 – Transfer of Ownership

Ownership of the products transfers to the Customer once full payment is received. Responsibility for the products transfers upon delivery.

ARTICLE 7 – Right of Withdrawal

In accordance with EU consumer law, the Customer has a **14-day withdrawal period** from the date of delivery to return products, without providing a reason.

To exercise this right, the Customer must send a request to [hello@cerclemusic.com]. Products must be returned in their original condition and packaging to the address provided by our customer service team.

Return shipping costs are at the Customer's expense.
Refunds are issued within 15 days after receiving and inspecting the return.

⚠ **Customized items or event-dated products are not eligible for return** as per Article L221-28 of the French Consumer Code.

ARTICLE 8 – Warranty and Liability

The Seller is liable for product defects in accordance with French law (Articles L217-4 et seq. of the Consumer Code and Articles 1641 et seq. of the Civil Code).

Claims must be sent to [hello@cerclemusic.com].
Non-compliant items will be refunded or replaced within 10 days after verification.

ARTICLE 9 – Personal Data

Customer data is collected and used strictly for order processing and shipping.

In accordance with the GDPR, Customers have the right to access, correct, delete, or transfer their data by contacting: [hello@cerclemusic.com].

ARTICLE 10 – Intellectual Property

All content on the website, including images, texts, and logos, is the exclusive property of Cercle or its partners.
Any reproduction, even partial, is strictly prohibited without prior authorization.

ARTICLE 11 – Governing Law

These T&Cs are governed by **French law**.
In case of translation, the **French version shall prevail**.

ARTICLE 12 – Dispute Resolution

For any dispute, the Customer should first contact our support at [hello@cerclemusic.com].

In accordance with EU Regulation No 524/2013, the Customer may use the Online Dispute Resolution platform:

👉 <https://ec.europa.eu/consumers/odr>

ARTICLE 13 – Product Availability

Products offered on the Cercle online store are available subject to existing stock levels and for an indefinite period of time.

Cercle makes no commitment regarding the launch date, duration of availability, or continued listing of any product. Cercle reserves the right to withdraw, modify, or suspend the sale of any product at any time and without prior notice, including in the event of stock depletion, conclusion of an associated event, or for any other reason at its sole discretion.

Should a product become unavailable after an order has been confirmed, the Customer will be notified as soon as possible and offered either a full refund or, where applicable, a substitute product subject to their agreement.