

GENERAL CONDITIONS OF SALE

1. Purpose and scope of the general sales conditions – <https://trollstory.net> – 2025

The purpose of the present general terms and conditions of sale (hereafter "GTCS") is to define the terms and conditions of sale of the collectibles offered for sale on the website <https://troll-story.com> (hereafter "the Site") operated by Etablissements Tranche (hereafter "the Seller").

The GCS apply to all sales concluded by the Seller with non-professional customers as well as professionals (hereafter "the Purchasers") on the Site.

2. Prices

The prices of the collectibles are indicated in Euros and are those in effect at the time of the order. Unless specifically mentioned by the Seller, the prices do not include the delivery costs, which will be invoiced in addition and indicated at the time of the validation of the order.

The Seller reserves the right to modify its prices at any time, but undertakes to apply the prices in force on the Site at the time the order is placed.

3. Order

Orders are placed on the website Stripe (<https://stripe.com/fr>), through a payment link. To place an order, the Buyer must follow the following steps:

- Select the desired collectible and add it to the basket
- Validate the contents of the cart
- Choose the delivery method and select the payment method
- Confirm the order and payment

The confirmation of the order implies the acceptance of the GTC and the formation of the sales contract between the Seller and the Buyer.

The Seller reserves the right to refuse any order from a Buyer with whom there is a dispute concerning the payment of a previous order.

4. Payment

Payment is made online at the time of the order, by credit card.

Payment can also be made in cash if the Buyer and the Seller are in the same place.

For online payment by credit card or Paypal the Seller uses a secure payment system provided by STRIPE, and supported by the host <https://stripe.com/fr>.

The Seller reserves the right to suspend any order processing and any delivery in case of refusal of authorization of payment by credit card from the officially accredited organizations or in case of non-payment.

5. Delivery

The collectibles are delivered to the delivery address indicated by the Buyer at the time of the order. The Seller undertakes to deliver the collectibles as soon as possible.

For each delivery, the insurance conditions protecting the Buyer from damage upon receipt will be those borne by the transport company taking charge of the delivery.

A specific agreement adding additional insurance during transport may be made between Seller and Buyer in writing, before Buyer and Seller form the sales contract (see Paragraph 3).

Unless specifically agreed otherwise, the choice of delivery terms and insurance during shipment are made by Seller. The Buyer may in no case contest the decisions made by the Seller for the

transport of the collectible, if no agreement has been specifically formulated and accepted between the Seller and the Buyer before the formation of the sales contract.

In the event that damage is discovered by Buyer upon receipt of his order, Seller reserves the right to make a full refund or exchange for another collectible of equal value.

In the absence of visual evidence (photograph, video) provided by the Buyer, the Seller reserves the right to refuse to refund the order, or exchange it for a collectible of equal value.

No refund or exchange can be demanded by the Buyer, without the agreement of the Seller, as soon as the object has been unpacked and/or exposed outside its protective packaging. The protective packaging is also an integral part of the collectible as a whole. Buyer agrees not to use the collectible or any part thereof for any purpose other than that for which it is sold by Seller.

6. Modification clause of the present GTC

The Seller reserves the right to modify at any time its GTC, taking care to update the availability of these conditions. Without modifications, the scope of the GTC has a yearly validity period, tacitly renewed for the following year.