



Terms of Sale

Updated: July 2025

tasha love design | Tasha Hériché EI

SIRET: 799 220 405 00036 — CMA: 799.220.405 RM 30

VAT not applicable, Article 293 B of the French CGI

Scope

These Terms of Sale apply to all products sold on the tasha love design online shop. Currently, the shop offers print-on-demand tote bags, with additional products to be introduced in the future. All products are made to order and fulfilled by our production partner, Printful.

By placing an order on this site, you agree to these Terms of Sale.

Orders & Payment

- All orders are processed securely through our online store.
 - Payment is due in full at checkout.
 - Prices are listed in euros (EUR). If international currency is displayed, your payment provider may apply a conversion rate or fee.
 - You will receive an order confirmation by email once your payment has been accepted.
-

Fulfillment & Delivery

- Orders are fulfilled by Printful, a professional print-on-demand provider.
- Production begins after your order is confirmed.

Estimated delivery times:

- France: 4–5 business days
- United States: 5–7 business days

These delivery times are estimates only and may vary depending on the volume of orders and logistical factors beyond our control.

Shipping origin:

- Orders shipped to the US are fulfilled and shipped from Printful's US-based facilities.
 - Orders shipped to France or the EU are fulfilled from the closest available Printful center.
-

Returns & Replacements

Because our items are made to order, **we do not accept returns or exchanges** for buyer's remorse, incorrect size, or change of mind.

However, if your item arrives damaged, defective, or with a misprint:

- You must contact us within **30 days** of delivery.
- Please include clear photos of the item and packaging.
- If the issue qualifies under Printful's return policy, we will issue a replacement at no additional cost.

Each replacement request is subject to review and approval. We do not issue refunds for errors made by the customer during ordering (such as wrong address).

Customer Responsibilities

- You are responsible for providing accurate shipping information.
 - We are not liable for failed deliveries due to incorrect addresses.
 - If tracking information is provided, it will be included in your confirmation email.
-

Privacy & Data Protection

We collect and process personal data (e.g. name, address, email, payment details) only for the purpose of fulfilling your order.

Your data is processed securely and in accordance with the GDPR and French privacy laws.

Governing Law & Jurisdiction

These Terms of Sale are governed by **French law**. In the event of a dispute, we will first seek an amicable solution.

If needed, disputes will be submitted to the **Tribunal de Nîmes**.
