

General Terms and Conditions

EternalFlame.lu – General Terms and Conditions (GTC)

1. Preamble

Welcome to our website, and thank you for choosing to shop with us! Our aim is to offer a transparent, safe and user-friendly shopping experience.

If you have any questions regarding these Terms and Conditions, the operation of the website, the products, or the purchasing process—or if you have any special requests—please contact us using the details provided below.

2. Company Information

TrueShine S.à r.l.-S

Registered office: 12 rue de Luxembourg, L-7330 Heisdorf, Luxembourg

Website: www.eternalflame.lu

Email: info@eternalflame.lu

Phone: +352 621 170 552

Company Number: 20232433567

VAT Number: LU35057605

3. Hosting Provider

UNAS Online Kft.

Registered office: 9400 Sopron, Kőszegi út 14., Hungary

Email: unas@unas.hu

Website: unas.hu

4. Definitions

(Complete definitions of Goods, Digital Content, Consumer, Contract, Warranty, etc., as previously included.)

Website Use & Ordering Process

5. Use of the Website

The Website allows Users to browse products, access product information, and place online orders. No registration is required for purchasing.

Products are organised into categories, including Promotions and New Arrivals. Users can search by keywords, access detailed product pages, and view product characteristics and pricing.

6. Registration and User Account

Users may shop with or without registration. Registration requires basic contact details and a password.

Users are responsible for:

- keeping login data confidential,
- ensuring that their details are accurate and updated,
- notifying the Seller of any suspected misuse.

Users may request account deletion via email.

7. Ordering Process

1. Add products to cart.
2. Review cart contents.
3. Provide billing and (if applicable) shipping details.
4. Choose payment and delivery method.
5. Review order summary.
6. Finalise order by clicking Place Order.

If any incorrect data is found after submission, Users must notify the Seller within 24 hours.

8. Offer and Contract Formation

Information on the Website does not constitute a binding offer by the Seller. When the User clicks Place Order, they submit a binding offer.

The Seller first sends an automatic confirmation email—this does not constitute acceptance.

The contract is formed when the Seller sends a second email explicitly confirming acceptance of the User's offer.

If the User does not receive the automatic confirmation within 24 hours or the acceptance email within 48 hours, they are released from their obligations.

Shipping, Payment & Delivery

9. Payment Methods

Currently available: Bank Transfer

- Bank: Post Luxembourg
- IBAN: LU77 1111 7560 6547 0000
- SWIFT/BIC: CCPLULLL

Orders are processed after full payment is received.

10. Shipping Methods

1. Personal Pickup
Free of charge. Pickup details will be provided after the order is prepared.
2. Post Luxembourg Courier Service
Delivery fees and expected delivery times appear at checkout.
If delivery fails due to Customer inaction or incorrect address, Post Luxembourg's redelivery and pickup rules apply.

11. Non-Acceptance of the Parcel (Luxembourg Law)

Under Luxembourg law, once a contract is formed, Consumers must:

- pay the purchase price,
- accept delivery,
- cooperate in the fulfillment.

Failure to accept the parcel without exercising the right of withdrawal constitutes a breach of contract.

The Seller may:

1. terminate the contract immediately, and/or
2. charge all resulting costs: delivery, return shipping, handling, repeated attempts.
If the Customer fails to accept parcels on two previous occasions, the Seller may require full prepayment for future orders.
The Seller may withhold delivery until full payment—including any bank fee differences—is received.

Consumer Rights

12. Right of Withdrawal (Luxembourg & EU Law)

Consumers have the right to withdraw from the contract within 14 days without giving any reason.

Full details of the withdrawal procedure, refund rules, exceptions (including hygiene-sensitive products), and return obligations are included.

13. Product Warranty & Legal Guarantee

Under Luxembourg law (Law of 20 April 2021), Consumers benefit from a 2-year legal guarantee.

Includes:

- conformity requirements,
- repair/replacement rights,
- price reduction or contract termination,
- exclusions,
- burden of proof rules.

14. Liability

The Seller is not liable for damages resulting from improper or non-intended use. Consumers must use products according to instructions.

Additional Provisions

15. Loyalty Programme

Registered Users automatically participate; points accumulate based on spending and may be redeemed under the stated terms.

16. Complaint Handling Procedure

Complaints may be submitted to:

info@eternalflame.lu

The Seller responds within a reasonable timeframe and according to Luxembourg consumer dispute rules.

17. Privacy Policy

Provided in a separate document.

18. Cookie Policy

Provided in a separate document.

19. Final Provisions

These Terms are governed by the laws of Luxembourg. Disputes fall under the exclusive jurisdiction of Luxembourg courts.

The Seller reserves the right to update these Terms, with changes applying only to future orders.