General terms and conditions of sale - MORA STYLOS

Effective 29 October 2026. Consumer sales only.

Article 1 - Seller

www.morastylos.com is operated by ETABLISSEMENTS MORA SARL, trading as MORA STYLOS, a French simplified joint-stock company (SAS) with capital of €10,000, registered with the Meaux trade register under number 316 780 626. SIRET: 316 780 626 00057. VAT number: FR07316780626.

Address: MORA STYLOS, Acep 77, 113 avenue du Général Leclerc, 77400 Lagny-sur-Marne, France.

Email: morastylos@wanadoo.fr.

Article 2 - Scope

2.1 - These general terms and conditions govern distance sales concluded on www.morastylos.com between MORA STYLOS and its customers.

2.2 - The website is reserved for consumers: individuals acting outside their commercial, industrial, craft, professional or agricultural activity. Customers declare that they are adults and have legal capacity to contract.

2.3 - The terms applicable are those in force on the order date. They are available on the website, can be downloaded as a PDF and printed, and accompany the order confirmation on a durable medium.

Article 3 - Products

3.1 - MORA STYLOS sells new and used writing instruments, accessories, inks and books. Each product page sets out its essential characteristics.

3.2 - Used and collectible items are described individually, including condition, wear, restoration and non-original parts. Photographs show the actual item for sale. Any specific departure from the conformity criteria is disclosed before ordering and expressly and separately accepted through a checkbox for that item. Acceptance covers only the specifically described departures and does not remove other statutory guarantees.

Article 4 - Prices

4.1 - Prices are in euros, including applicable taxes and excluding delivery. Delivery charges and the total price are shown before the order is validated.

4.2 - The price charged is the price displayed when the order is validated. In the event of an obvious material pricing error, including a derisory price, the order may be cancelled and refunded in full.

4.3 - A price-reduction announcement states the reference price: the lowest price charged by MORA STYLOS in the preceding 30 days.

4.4 - New books: the publisher sets the price. Delivery charges for new books comply with applicable regulations.

4.5 - Deliveries outside the European Union and to French overseas departments and regions are invoiced excluding VAT. The customer is the importer and bears customs duties, import taxes and local taxes.

Article 5 - Orders

5.1 - Orders follow these steps:

select items and add them to the bag;

identify yourself or create an account;

enter shipping and billing addresses and choose delivery;

review the order details and total price, with the opportunity to correct errors;

accept the terms and separately accept any disclosed characteristics of used items;

validate using a button that unambiguously indicates the obligation to pay, on Stripe's payment page;

pay.

5.2 - The contract is concluded when the order is validated with an obligation to pay. After verifying successful payment, MORA STYLOS promptly emails confirmation on a durable medium, including the contractual information, applicable terms and withdrawal form.

5.3 - The contract language is French.

5.4 - MORA STYLOS may refuse an order from a customer with an outstanding dispute over payment for an earlier order.

5.5 - Used items are often unique. If an item becomes unavailable after ordering, the customer is informed and refunded promptly, no later than 14 days after payment.

Article 6 - Payment

6.1 - The full price is payable when ordering on Stripe's secure payment page, using the eligible methods offered there. MORA STYLOS charges no additional payment-method fee.

6.2 - Stripe processes payments, with strong authentication where required. MORA STYLOS cannot access and does not store complete card details.

6.3 - Successful payment is verified with Stripe. Some methods require time to confirm. If payment is refused, cancelled or expires, the order is not confirmed; the website informs the customer and allows payment to be resumed.

6.4 - Items remain the property of MORA STYLOS until full payment. This retention of title does not change the transfer of risk in article 9.

Article 7 - Archiving and evidence

7.1 - Electronic contracts worth €120 including tax or more are archived for the statutory ten-year period. Customers can request access at morastylos@wanadoo.fr. Documents for new orders are also accessible in the customer account.

7.2 - Electronic records kept by MORA STYLOS under reasonable security conditions provide evidence of orders and payments. Customers may submit contrary evidence by any means.

Article 8 - Delivery

8.1 - Items are delivered to the address provided. Available delivery methods and charges depend on the destination and the rates recorded in the shop. They are displayed in the bag and order summary before payment; no fixed tariff in this document replaces those rates.

8.2 - Estimated dispatch for available items is 4-8 working days. Transit time is additional and depends on the destination and carrier. Estimates do not remove statutory rights. The delivery date or period communicated or agreed before ordering applies; otherwise delivery takes place without unjustified delay and no later than 30 days after the contract is concluded. No extra charge applies if an order is sent in several parcels.

8.3 - If delivery does not take place on time, the customer may require MORA STYLOS to deliver within a reasonable additional period, then terminate by registered letter or written notice on a durable medium if it

does not. Immediate termination is possible if MORA STYLOS refuses delivery or the delivery date was an essential condition. Payments are refunded within 14 days of termination, without prejudice to damages.

8.4 - If the address supplied is wrong or incomplete, the customer bears reshipping costs.

8.5 - Customers are advised to check parcels on receipt and report any anomaly to the carrier. This does not condition their statutory rights.

Article 9 - Transfer of risk

Risk of loss or damage transfers when the customer, or a third party designated by the customer other than the carrier offered by MORA STYLOS, takes physical possession of the goods.

Article 10 - Right of withdrawal

10.1 - Period. Customers have 14 days from receipt by themselves or their designated third party to withdraw without giving a reason or paying a penalty. For an order delivered in several parts, the period starts on receipt of the final item. A deadline falling on a Saturday, Sunday or public holiday extends to the next working day. This right also applies to used, sale and clearance items.

10.2 - To exercise this right, customers may choose:

the free online withdrawal feature, accessible at https://morastylos.com/withdrawal/ and from the customer account throughout the withdrawal period; customers enter and confirm their declaration and promptly receive an email acknowledgement containing the declaration and the submission date and time;

the annexed form, sent to morastylos@wanadoo.fr or by post to the address in article 1;

any other unambiguous statement expressing the decision to withdraw.

10.3 - Returns. Goods must be returned within 14 days after notifying withdrawal to MORA STYLOS, Acep 77, 113 avenue du Général Leclerc, 77400 Lagny-sur-Marne, France. The customer pays direct return costs. Tracked and insured shipping is recommended given the value of the items. If the 14-day return deadline falls on a Saturday, Sunday or public holiday in mainland France, MORA STYLOS accepts dispatch on the next working day.

10.4 - Diminished value. Customers may handle an item to establish its nature, characteristics and functioning as they would in a shop. They are liable only for diminished value caused by further handling. For fountain pens, ink testing, nib adjustment or missing original packaging, papers or accessories may amount to such handling, especially for a collectible sold in new condition. Diminished value may then be deducted from the refund.

10.5 - Refunds. MORA STYLOS refunds all payments, including initial delivery up to the least expensive standard delivery offered, without delay and within 14 days of being informed of withdrawal. Refunds may be withheld until the goods are recovered or evidence of dispatch is provided, whichever is earlier. The same payment method is used unless the customer expressly agrees otherwise, without fees.

Article 11 - Statutory guarantees

Independently of withdrawal and any commercial guarantee, MORA STYLOS is bound by the statutory conformity guarantee and the hidden-defects guarantee under articles 1641-1649 of the French Civil Code.

11.1 - Conformity. Customers have two years from delivery to act. A defect appearing within 24 months for new goods or 12 months for used goods is presumed to have existed on delivery. Customers choose repair or replacement unless impossible or disproportionately costly. Conformity is restored without charge within 30 days. Otherwise, or in other cases provided by law, a price reduction or termination may be obtained. Repair extends the guarantee by six months. Specifically disclosed characteristics separately and expressly accepted under article 3.2 do not constitute conformity defects.

11.2 - Hidden defects. Customers may act within two years of discovering a hidden defect and choose termination or a price reduction.

11.3 - Claims. Contact morastylos@wanadoo.fr or write to the address in article 1, describing the defect and providing photographs if possible. MORA STYLOS pays return costs for statutory guarantee claims.

11.4 - Commercial guarantee. MORA STYLOS offers no additional commercial guarantee.

11.5 - Statutory information box under article D211-2 of the French Consumer Code.

The consumer has two years from delivery of the goods to obtain application of the statutory conformity guarantee if a conformity defect appears. During this period, the consumer need establish only that the defect exists, not when it appeared.

Where goods include continuously supplied digital content or services for more than two years, the guarantee applies throughout the supply period; the consumer need establish only the defect, not when it appeared.

Where applicable, the trader must provide updates necessary to maintain conformity.

Consumers are entitled to repair or replacement within 30 days of their request, without cost or major inconvenience.

Repair extends the original guarantee by six months.

If repair is requested but the seller imposes replacement, the guarantee renews for two years from replacement.

Consumers may keep the goods with a price reduction, or terminate for a full refund against return, if:

1. The trader refuses repair or replacement;

2. Repair or replacement takes more than 30 days;

3. Repair or replacement causes major inconvenience, including unreimbursed recovery, removal or installation costs;

4. The defect persists despite the seller’s attempt to restore conformity.

A sufficiently serious defect permits immediate reduction or termination without first requesting repair or replacement.

A minor defect does not permit termination.

Time during which goods are unavailable for repair or replacement suspends the remaining guarantee until the repaired goods are delivered.

These rights result from articles L217-1-L217-32 of the French Consumer Code.

A seller obstructing the guarantee in bad faith may incur a civil fine up to €300,000, potentially increased to 10% of average annual turnover (L241-5).

Consumers also benefit from the hidden-defects guarantee under articles 1641-1649 of the Civil Code, for two years after discovery, providing a price reduction if the goods are kept or a full refund against return.

For used goods, a conformity defect appearing within 12 months of delivery is presumed to have existed on delivery, unless proved otherwise (article L217-7, paragraph 2, of the French Consumer Code). After that period and up to two years, the consumer must establish that the defect existed on delivery. This clarification does not shorten the statutory conformity guarantee.

Article 12 - Liability

12.1 - MORA STYLOS is responsible for proper performance of the contractual obligations. It may be relieved of all or part of its liability by proving that non-performance is attributable to the customer, the unforeseeable and unavoidable act of a third party to the contract, or force majeure.

12.2 - For deliveries outside France, customers check that import and use of the goods are permitted in the destination country.

Article 13 - Force majeure

Force majeure within article 1218 of the French Civil Code suspends the affected obligations for its duration. If the impediment lasts over 30 days, either party may terminate in writing; payments are refunded within 14 days.

Article 14 - Intellectual property

Website texts, photographs, illustrations and graphics, and the MORA STYLOS name and logo, are protected by copyright and trademark law. Reproduction or use, including partial use, without written permission is prohibited.

Article 15 - Personal data

15.1 - MORA STYLOS is the controller of customer data used to manage orders, delivery, invoicing, after-sales service and customer relations, on the basis of the contract and legal obligations, and, where applicable, offers on the basis of optional consent.

15.2 - Depending on needs and customer choices, data is shared with carriers, payment, hosting, database, email, technical-support and accounting services, and with Google Analytics only after consent. Recipients and safeguards are detailed below and in the privacy policy. Data is retained during the commercial relationship, then for applicable limitation and archiving periods, including ten years for accounting records from the financial year end.

15.3 - MORA STYLOS does not use customer telephone numbers for marketing. Creating an account or ordering does not constitute consent to marketing communications.

15.4 - Under the GDPR and French data-protection law, customers have rights of access, correction, erasure, restriction, objection and portability under the applicable conditions, and may give instructions about their data after death. Customers may object to marketing at any time without giving a reason and withdraw consent at any time, without affecting the lawfulness of processing before withdrawal. Requests can be emailed to morastylos@wanadoo.fr or posted to the address in article 1. Customers may complain to the CNIL (www.cnil.fr). Details are in the privacy policy: https://morastylos.com/legal/privacy/.

15.5 - Transfers outside the EEA. The recipients, locations and mechanisms below describe the services used. Published provider terms do not by themselves prove acceptance of an agreement for the MORA STYLOS account. Unconfirmed points are identified. Copies of applicable safeguards are available free of charge at morastylos@wanadoo.fr, with redactions where needed to protect third-party data and confidential information.

Cloudflare, Inc. - Global network, including United States. The DPA provides for the EU-US Data Privacy Framework for data transferred to Cloudflare, Inc. in the United States. Sections 6.2 and 6.3 provide standard contractual clauses for transfers not covered by an adequacy decision.

Stripe Payments Europe / Stripe Technology Europe / Stripe, LLC - Ireland, United States and international network. Stripe’s transfer addendum gives priority to the Data Privacy Framework for Stripe, LLC in the United States. Its standard contractual clauses apply when that framework does not cover a transfer. Stripe also acts as a separate controller for certain checks and obligations.

MongoDB, Inc. - Atlas - Data and backups in Paris; international support. Atlas data and backups are stored in AWS Paris (eu-west-3). DPA section 9.3 provides the Data Privacy Framework for covered US transfers and Schedule 1 standard contractual clauses for destinations without adequacy. French storage does not exclude international support access.

Google - Gmail - Ireland, United States and Google network. Gmail sends website emails. Google states that it applies the Data Privacy Framework to covered transfers to Google LLC in the United States and standard contractual clauses to transfers without an adequacy decision. This mailbox is not represented as a Google Workspace account with a verified service-specific agreement.

Google - Google Analytics - Ireland, United States and Google network; after consent. Google Analytics is enabled only after consent. Google relies on the Data Privacy Framework for covered transfers to Google LLC; its processing terms provide standard contractual clauses for other transfers requiring safeguards. These terms are separate from Gmail's terms.

o2switch - France. The application server is hosted in France. No transfer outside the EEA was identified for this hosting in the verified configuration. Processing terms and any provider changes require review.

Orange - Wanadoo - France; any other processing locations to be confirmed. Wanadoo receives enquiries and correspondence. The provider's French address does not establish exclusively French processing. Subprocessor access locations and any service-specific transfer mechanism remain to be confirmed with Orange.

La Poste / Colissimo - EU or EEA; delivery countries and international subprocessors. La Poste's policy provides standard contractual clauses, with additional measures where needed, or binding corporate rules for its non-EEA subprocessors. Delivery data is limited to what is necessary for carriage.

Chronopost - France and delivery countries; Madagascar, Senegal, Togo, Mauritius and Côte d'Ivoire depending on processing. Chronopost identifies standard contractual clauses for address correction and geocoding in Madagascar and certain customs processing in Togo and Mauritius. Its policy provides standard contractual clauses or binding corporate rules for complaints handled in Senegal, Togo, Mauritius, Madagascar and Côte d'Ivoire. Shared data remains limited to transport needs.

United Parcel Service France SAS / UPS group - France, United States and delivery countries. UPS describes binding corporate rules for intra-group transfers and standard contractual clauses for transfers requiring them. Its EEA addendum and privacy code provide details.

One Glance Studio Sdn. Bhd. - Malaysia - remote technical access. Maintenance access from Malaysia is a transfer outside the EEA. The processing agreement and appropriate standard contractual clauses, with the necessary assessment and supplementary measures, remain to be finalised. They are not represented as already signed.

Accountant - Identity, address and access country to be confirmed. The accountant's identity and access locations remain to be supplied. Any transfer outside the EEA must be identified and supported by an appropriate mechanism before data is shared.

For delivery outside the EEA, only names, addresses and contact details needed for carriage are shared with the relevant participants. The GDPR article 49(1)(b) derogation can justify only occasional transfers strictly necessary to perform the order where its conditions are met; it does not replace safeguards required for regular services. Carrier mechanisms are described above.

The Data Privacy Framework rests on the adequacy decision of 10 July 2023 and covers only certified recipients and processing. Standard contractual clauses refer to Decision (EU) 2021/914. The public materials below were reviewed on 29 October 2026; certification and service scope require review when providers change.

Cloudflare - DPA and transfers - https://www.cloudflare.com/cloudflare-customer-dpa/

Stripe - transfer addendum - https://stripe.com/legal/dta

Stripe - data processing - https://stripe.com/legal/dpa

MongoDB - DPA, section 9 and Schedule 1 - https://www.mongodb.com/legal/data-processing-agreement

Google - transfer safeguards - https://policies.google.com/privacy/frameworks

Google Analytics - processing terms - https://business.safety.google/adsprocessorterms/

o2switch - processing agreement - https://www.o2switch.fr/du-rgpd.pdf

Orange - privacy information - https://donnees-personnelles.orange.fr/

La Poste - transfers, section VI - https://www.laposte.fr/politique-de-protection-des-donnees

Chronopost - sender and recipient data - https://www.chronopost.fr/fr/politique-informatique-et-libertes/destinataires-expediteurs

UPS - transfers and EEA addendum - https://www.ups.com/fr/fr/support/shipping-support/legal-terms-conditions/privacy-notice

One Glance Studio - provider information - https://oneglancestudio.com/terms-and-conditions/

Data Privacy Framework certification list - https://www.dataprivacyframework.gov/list

European Commission standard contractual clauses - https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj

Article 16 - Complaints and mediation

16.1 - Complaints should be emailed to morastylos@wanadoo.fr or posted to the address in article 1.

16.2 - If a complaint remains unresolved, the customer may use consumer mediation free of charge. MORA STYLOS mediator: [mediator name to be completed]; [postal address to be completed]; [website to be completed]. These details will be entered after appointment. The referral must be made within one year of the written complaint to MORA STYLOS.

Article 17 - Applicable law and jurisdiction

17.1 - These terms are governed by French law. This choice does not deprive consumers of mandatory protections under the law of their habitual residence where the conditions of article 6 of Regulation (EC) 593/2008 are met, including where the seller pursues or directs activities to that country and the contract falls within those activities.

17.2 - Consumers may bring proceedings before the court competent under the French Code of Civil Procedure or the court for the place where they lived when the contract was concluded or the harmful event occurred (article R631-3 of the French Consumer Code). Applicable protective rules of international jurisdiction also apply, including the ability to sue in the courts of their domicile where the conditions of articles 17 and 18 of Regulation (EU) 1215/2012 are met.

17.3 - For cross-border disputes within Regulation (EC) 861/2007 involving a claim of no more than €5,000 excluding interest and costs, consumers may use the European Small Claims Procedure. This procedure is optional and does not apply to Denmark.

European Small Claims Procedure - https://e-justice.europa.eu/topics/money-monetary-claims/small-claims_en

Article 18 - Other provisions

18.1 - If a provision is declared invalid, the other provisions continue to apply.

18.2 - MORA STYLOS may amend its terms at any time. The terms in force on the order date apply to that order.

Annex - Withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

To: MORA STYLOS, Acep 77, 113 avenue du Général Leclerc, 77400 Lagny-sur-Marne, France; morastylos@wanadoo.fr:

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/provision of the following service (*):

Goods or service concerned: .....

Ordered on (*)/received on (*): .....

Order reference (if available): .....

Name of consumer(s): .....

Address of consumer(s): .....

Signature of consumer(s) (only if this form is submitted on paper):

Date: .....

(*) Delete as appropriate.