

# 2021

## General terms and conditions



# St Laurent



ZA du Bouillon

3, rue du Bouillon

F-79430 LA CHAPELLE SAINT LAURENT

Tel : +33 (0)5 49 72 09 20 Fax : +33 (0)5 49 72 11 12

Dry and frozen food, live insects, equipment and supplements.

[commercial@st-laurent.fr](mailto:commercial@st-laurent.fr) - [www.st-laurent.fr](http://www.st-laurent.fr)

## SAINT LAURENT CATALOGUES

St Laurent is a company specialized in wild and domestic animals feed. The product line has grown over the years in order to meet the management objective:

- To be able to feed each species according to its diet.

You therefore have at your disposal several catalogs depending on the product category. You can download all our catalogues from the website: [www.st-laurent.fr](http://www.st-laurent.fr)

### LIVE INSECTS

We have a range of live insects that require specific delivery. These products are only shipped by an approved carrier for the delivery of live animals so they can't be delivered along with another order of dry or frozen food. Every price is available in the LIVE INSECTS catalog, not including delivery. Delivery rates vary from the total weight and the delivery address. The delivery area for live insects is limited to continental France.

### FROZEN PRODUCTS

All our product range is governed by Regulation 1069/2009, corresponding to the sale of animal by-products not intended for human consumption, via Article 18.

Some products (large pieces of beef and whole chicken for example) are subject to authorization from the local veterinary services. We will need the certificate before selling any of these articles.

Our entire range of frozen products is divided into 2 catalogs:

- ♣ General Catalogue for the vast majority of our customers.
- ♣ Zoo Catalogue => only for Zoological Parks or professional dog/cat breeding kennels who have an authorization via regulation 1069/2009 signed by the DDCSPP.

We sell by full boxes only.

The Mister Chien range packaging exists in different sausage sizes in order to meet the needs of individuals (sausages or bags from 250gr to 10kg).

### DRY FOOD, VITAMINS AND EQUIPMENT

Our entire range of dehydrated products and equipment is categorized in different catalogues:

- Birds
- Mammals
- Vitamins
- Hygiene
- Equipment

The prices are indicated HT (excl. tax) and TTC (VAT included) without transport.

This will be added according to your order. Carrier rates vary depending on your region and the total weight.

## HOW TO ORDER ?

- By phone: 05 49 72 09 20

☑ The customer service opening hours are:

o Monday to Friday: 9:00 am to 12:00 pm and 1:30 pm to 5:30 pm

- By e-mail: [commercial@st-laurent.fr](mailto:commercial@st-laurent.fr)

- By regular mail: St Laurent, ZA du Bouillon, 79430 La Chapelle Saint Laurent

- Via the Website: <http://www.st-laurent.fr> (no payment is possible on the site)

In order to process your order quickly, please note the exact references of the desired products. (See ORDER FORM)

## SELLING PRICE

All prices are shown excluding VAT as well as including VAT. The VAT rate varies depending on the type of product and the regulations in place.

Prices are available on the website [www.st-laurent.fr](http://www.st-laurent.fr) or on our catalogues, depending on the requested product.

Prices and items are subject to change without notice. The price applicable to the sale is the one effective the day you order. The prices are, in principle, valid for the current year, unless the prices of one of our suppliers or exchange rates change during the year.

## DELIVERY SAINT LAURENT (EXCEPT LIVE INSECTS)

### PICK-UP FROM OUR WAREHOUSE

Pick-up is possible directly from our warehouse.

The pick-up address is as follows:

SAINT LAURENT SAS

10, rue du Bouillon

79430 LA CHAPELLE SAINT LAURENT

The warehouse opening hours are:

- Monday to Thursday: 9:00 am to 11:30 am and 1:30 pm to 3:30 pm
- Friday: 9:00 am to 11:30 am

Orders must be placed at the latest the day before pick-up, so that the order can be prepared and the invoice and delivery slip printed out before your arrival.

Following the current sanitary crisis of Covid-19, we now ask for the payment before the pick-up, either by credit card on the phone or by bank transfer.

## **DELIVERY SLIP SIGNATURE AND COMPLAINT**

By signing the delivery slip you confirm that you have checked the goods.

When receiving your order, and before signing your delivery slip, please check:

- the number of packages.
- The product label relevant to what you ordered.
- If the package is damaged or missing:
  - o open the package in the presence of the driver or warehouse manager
  - o write down your reservations on the delivery slip
  - o confirm these reservations by e-mail to [commercial@st-laurent.fr](mailto:commercial@st-laurent.fr), adding photos.

If the product does not comply with your order, please report this on the delivery slip.

To be valid, your complaint must be sent to us within 48 hours of receipt of the goods.

No return will be accepted without our prior written consent.

In the event of a non-compliant product, discovered during thawing, any complaint must be accompanied by the product batch as well as photos in order to be able to process the request as soon as possible.

## **DELIVERY BY PRIVATE CARRIER**

### **PAYMENT BEFORE SHIPMENT**

All shipments made by private carrier will be payable before shipment of the goods (except agreement with the accounting department)

You cannot pay on the website.

Payment is possible:

- by credit card, by calling us on 05.49.72.09.20
- by check to SAINT LAURENT – 3, rue du Bouillon - 79430 LA CHAPELLE SAINT LAURENT
  - o If you choose this method of payment, please be aware that we will wait until we receive your payment before shipping the order, so the delivery time may be longer.
- by bank transfer, bank details available upon request

All orders must be accompanied (unless otherwise agreed in writing) by full payment including all taxes, including the price of the products and the contribution to shipping costs.

Orders will only be shipped upon receipt of this payment.