Terms and Conditions of Sale

Last updated: September 2026

Article 1 - Company Information

Les Chickos is a sole proprietorship (micro-enterprise) registered in France, operated by Loic Savin.

SIRET: 925 188 773 00012
Registered address: 23 Lotissement La Carraire, 13410 Lambesc, France
Email: commande@leschickos.fr
Website: https://leschickos.fr

VAT is not applicable pursuant to Article 293 B of the French General Tax Code (Code General des Impots).

Article 2 - Scope of Services

Les Chickos provides dental CAD (Computer-Aided Design) services, including but not limited to: digital crown and bridge design, framework design, full arch design, model design, night guard design, implant-supported restoration design, and custom grillz design. All deliverables are digital files (STL, OBJ, PLY formats) transmitted electronically.

These Terms apply to all orders placed through the website leschickos.fr or by email. By placing an order, the Client acknowledges having read and accepted these Terms in full.

Article 3 - Orders

3.1 Order process

Orders are placed via the online form at leschickos.fr or by email to commande@leschickos.fr. Each order must include: the Client's identification details, a description of the requested service(s), the required digital files (STL, DICOM, DCM, PLY, OBJ, or ZIP format), and the requested delivery date.

3.2 Order confirmation

An order is considered confirmed once Les Chickos sends a written acknowledgment (by email). Les Chickos reserves the right to refuse any order, in particular if the submitted files are incomplete, unusable, or if the requested service falls outside the scope of available services.

Article 4 - Pricing and Currency

All prices are listed in **United States Dollars (USD)** on the website and are final. No VAT is charged (Article 293 B CGI). Prices may be updated at any time; the applicable price is the one displayed at the time of order confirmation.

For invoicing purposes, amounts may be converted to Euros (EUR) at the exchange rate published by the European Central Bank on the invoice date, as required by French accounting regulations.

Article 5 - Payment

Payment is due upon receipt of the invoice, unless otherwise agreed in writing. Accepted payment methods include bank transfer (SEPA or international wire), PayPal, or Wise. Late payments shall incur a penalty of three (3) times the French legal interest rate, plus a fixed recovery fee of 40 EUR, as provided by French law (Article L.441-10 of the French Commercial Code).

Article 6 - Delivery

All deliverables are transmitted electronically via email or secure download link. No physical goods are shipped. The standard delivery time is a minimum of **48 hours** from receipt of complete files and order confirmation. Express delivery is available with a surcharge: +50% for delivery under 48 hours, +100% for delivery under 24 hours.

Delivery times are estimates and not binding commitments. Les Chickos shall not be held liable for delays caused by incomplete or unusable files submitted by the Client.

Article 7 - Modifications and Warranty

If any non-conformity is found within **30 days** of delivery, the Client may request a correction at no additional charge. Modification requests must be submitted by email with detailed descriptions and screenshots if applicable. Beyond this 30-day period, modifications will be billed as a new service.

The warranty covers design errors attributable to Les Chickos only. It does not cover issues arising from incorrect files submitted by the Client, manufacturing defects by third parties, or clinical decisions made by dental professionals.

Article 8 - Intellectual Property

Upon full payment, the Client receives a **non-exclusive, non-transferable license** to use the delivered files for the specific dental restoration described in the order. Les Chickos retains all intellectual property rights over the design work, methodologies, and proprietary workflows. Files may not be resold, redistributed, reverse-engineered, or used for purposes other than those specified in the order without prior written consent.

Article 9 - Liability

Les Chickos' liability is strictly limited to the amount paid for the specific order giving rise to the claim. Les Chickos shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of profits, loss of data, or patient injury, arising from the use of the delivered files. The Client is solely responsible for the clinical application of the designs and for verifying the suitability of the files before manufacturing.

Article 10 - Cancellation

The Client may cancel an order free of charge within 2 hours of order confirmation, provided that work has not yet begun. Once design work has commenced, the full amount is due. As the services are fully digital and custom-made, the right of withdrawal provided by EU consumer protection law (Article L.221-28 of the French Consumer Code) does not apply.

Article 11 - Volume Discounts

A **15% discount** is automatically applied for orders exceeding $1,000 per calendar month. Custom pricing agreements may be negotiated for higher volumes. Contact commande@leschickos.fr to discuss framework agreements.

Article 12 - Force Majeure

Les Chickos shall not be liable for any failure or delay in performance resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, internet outages, server failures, pandemics, government actions, or any other force majeure event as defined by Article 1218 of the French Civil Code.

Article 13 - Governing Law and Jurisdiction

These Terms and Conditions are governed by **French law**. Any dispute arising from or in connection with these Terms shall be submitted to the exclusive jurisdiction of the competent courts of **Aix-en-Provence, France**, notwithstanding any clause to the contrary.

In the event of a dispute, the parties agree to first attempt to resolve the matter amicably within 30 days of written notification. If no resolution is reached, the matter shall be referred to the courts as specified above.

By placing an order with Les Chickos, the Client confirms having read, understood, and accepted these Terms and Conditions in their entirety.

Legal Notice & Privacy Policy

Last updated: September 2026

1. Legal Notice

Website publisher:

Loic Savin, sole proprietor operating as **Les Chickos**
SIRET: 925 188 773 00012
Registered address: 23 Lotissement La Carraire, 13410 Lambesc, France
Email: commande@leschickos.fr
Phone: available upon request

Hosting provider:

O2Switch
Chemin des Pardiaux, 63000 Clermont-Ferrand, France
Phone: +33 (0)4 44 44 60 40
Website: www.o2switch.fr

Publication director: Loic Savin

VAT not applicable pursuant to Article 293 B of the French General Tax Code.

2. Privacy Policy

2.1 Data controller

The data controller is Loic Savin, operating as Les Chickos, contactable at commande@leschickos.fr.

2.2 Data collected

When placing an order or creating an account, the following personal data may be collected: full name, email address, phone number, postal address, professional status (dentist, dental technician, laboratory, individual), SIRET or VAT number (optional), and digital files submitted for the order.

2.3 Purpose of data collection

Personal data is collected and processed for the following purposes: order processing and fulfillment, invoicing, client account management, communication regarding orders and services, and compliance with legal obligations.

2.4 Legal basis

Data processing is based on the performance of a contract (Article 6(1)(b) GDPR) and compliance with legal obligations (Article 6(1)(c) GDPR).

2.5 Data retention

Personal data is retained for the duration of the business relationship and for a period of 5 years thereafter, in accordance with French commercial and tax law requirements. Digital files submitted by clients are retained for 90 days after delivery, then deleted.

2.6 Data sharing

Personal data is not sold, rented, or shared with third parties for marketing purposes. Data may be shared with: the hosting provider (O2Switch) for website operation, payment processors for transaction processing, and authorities when required by law.

2.7 Your rights

In accordance with the EU General Data Protection Regulation (GDPR) and the French Data Protection Act (Loi Informatique et Libertes), you have the following rights regarding your personal data: right of access, right of rectification, right of erasure ("right to be forgotten"), right to data portability, right to restriction of processing, and right to object to processing.

To exercise any of these rights, contact us at commande@leschickos.fr. We will respond within 30 days. If you believe your rights have not been respected, you may file a complaint with the French Data Protection Authority (CNIL) at www.cnil.fr.

2.8 Cookies

The website leschickos.fr uses only essential cookies required for the proper functioning of the site (session management, login). No tracking cookies, advertising cookies, or analytics cookies are used.

2.9 International transfers

Data is stored on servers located in France (O2Switch, Clermont-Ferrand). No personal data is transferred outside the European Economic Area (EEA). Communications with clients outside the EEA (including the United States and Canada) are conducted via email and do not constitute a systematic transfer of personal data.

For any questions regarding these terms, legal notices or our privacy practices, please contact commande@leschickos.fr.