



## GENERAL TERMS AND CONDITIONS OF SALE

The company EcoTime Factory, whose registered office is located in Lausanne and which is registered in the Commercial Register of the Canton of Vaud under number **CHE-252.878.169**, operates a service company providing concierge services, transport of goods, and event organization.

Website: [www.ecotime-factory.ch](http://www.ecotime-factory.ch), Email: [contact@ecotime-factory.ch](mailto:contact@ecotime-factory.ch)  
Address: Chemin de Beau-Rivage 10, 1006 Lausanne, Switzerland

Once a company or private individual subscribes to one of the subscriptions described below, the subscriber may register in the customer area of the website [www.ecotime-factory.ch](http://www.ecotime-factory.ch). The beneficiary may then access the service page dedicated to them in order to purchase a product or service that will be provided through EcoTime Factory, which most often acts as a simple intermediary in the relationship between subscribers (buyers) and suppliers of products or service providers (sellers).

### ARTICLE 1 – APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale, available on the website [www.ecotime-factory.ch](http://www.ecotime-factory.ch), are systematically accepted by each client. By accepting them, the client also agrees to receive the monthly newsletter and offers from our service providers via monthly email. The general terms and conditions may be modified, and the French version shall prevail.

Consequently, any order placed by the client implies full and unconditional acceptance of these General Terms and Conditions of Sale, which prevail over all other documents (brochures, catalogs, etc.) issued by EcoTime Factory. Any condition opposed by the client shall, in the absence of prior written and express acceptance by EcoTime Factory, be unenforceable against the company.

### ARTICLE 2 – SUBSCRIPTIONS

Subscriptions intended for companies are established individually and tailored to each business. There are two private concierge subscriptions:

- “Online” subscription
- “Privilège VIP” subscription

All subscriptions are annual and, unless cancelled in writing by the client by registered letter at least one month before the expiry date, are automatically renewed from year to year. Any cancellation request will be reviewed on a case-by-case basis, without any obligation for EcoTime Factory to grant a refund. Only the “Privilège VIP” subscription may be suspended during holidays or travel periods of at least fifteen days. Opening hours or closure periods, as well as religious, cantonal or national holidays, will be announced on the website. During holiday periods, reduced opening hours may apply. No deduction from the subscription price will be granted to clients during these closure periods. By subscribing to a private or corporate subscription, the client agrees to receive monthly newsletters and promotional offers.

EcoTime Factory guarantees that no information concerning its clients will be disclosed to third parties for commercial purposes. However, certain information necessary for the execution of a service (name, professional or private contact details, address, telephone number, or delivery/service information) may be transmitted to partners or service providers mandated by EcoTime Factory.

### ARTICLE 3 – ORDERS

To place orders, the client who has subscribed to a service or the employee benefiting from a company assistance program confirms that they are over 18 years old and have full legal capacity. Orders may be placed:

- via the customer area on the website
- by telephone (VIP)
- by email

## **Rules applicable to orders**

Before placing an order, the client must provide:

- their personal and professional address
- their email address
- their telephone number

This allows EcoTime Factory to contact them quickly if necessary. EcoTime Factory mainly acts as an intermediary between clients and partner service providers supplying products or services. Responsibility for the execution of services generally lies with the service provider concerned.

EcoTime Factory intervenes to facilitate the relationship, coordination, and administrative management of services.

### **3.1 Special conditions relating to repairs of electronic devices (smartphones, computers and IT equipment)**

For items considered risky, our partner may request validation from the owner or refuse the repair. All repairs are guaranteed according to the specific conditions of the partner responsible for the repair, except for batteries, which are considered consumable items. Clients must back up their data before repair. In the event of data loss following the technician's intervention, our partner cannot be held responsible. The client acknowledges that the intervention may void the manufacturer's warranty.

### **3.2 Dry cleaning / laundry / tailoring**

Any item without a label loses any cleaning guarantee.

The quantity of items recorded upon arrival at our partner's premises shall prevail.

In the event of loss or damage, compensation may not exceed the value of the item, with an annual depreciation rate of 30%.

### **3.3 Car cleaning**

Our partner declines all responsibility for damage already present but not declared by the client.

### **3.4 Vehicle rental**

Mandatory: valid driving license. Guarantee: deposit by credit card or cash, depending on the partner's conditions.

The specific conditions of the rental partner may supplement these general conditions and will be communicated and signed by the client at the time of booking.

### **3.5 Cleaning services**

EcoTime Factory has developed a platform providing cleaning services. EcoTime Factory acts as an administrative and organizational intermediary between the client and the personnel performing the service.

EcoTime Factory manages:

- social security contributions
- salaries
- insurance
- withholding taxes where applicable

## **ARTICLE 4 – PAYMENT**

The price of the order is indicated in Swiss francs (CHF), all taxes included.

Prices for services may vary depending on partners, the nature of the service, and the execution conditions.

EcoTime Factory reserves the right to modify its prices as well as those proposed by its partners once per year.

The applicable prices are those indicated at the time of the order or the quotation accepted by the client.

Payments may be made via:

- credit card (Visa / Mastercard)
- TWINT
- bank transfer

### **Late payment**

Reminder fees may apply:

- 3rd reminder: CHF 10
- 4th reminder and subsequent reminders: CHF 20

After several reminders, orders may be suspended until full payment is received.

#### **ARTICLE 5 – DELIVERY**

Delivery conditions are determined at the time of the order. EcoTime Factory mainly acts as an intermediary between clients and service providers. Deliveries for dry cleaning, shoe repair, and fruit & vegetable baskets are included in the proposed price and are carried out generally once or twice per week, depending on logistical organization and contractual conditions agreed with the company or the client.

#### **ARTICLE 6 – RETENTION OF TITLE**

Suppliers **retain ownership of products until full payment has been received.**  
**Products are transported at the client's risk.**

#### **ARTICLE 7 – LIABILITY**

The client acknowledges that EcoTime Factory primarily acts as an intermediary connecting clients with partner service providers.

Services are carried out by partner providers under their own responsibility. EcoTime Factory cannot be held responsible for the execution or quality of services performed by these providers.

EcoTime Factory shall not be held liable for direct or indirect damages resulting from the execution or non-execution of services performed by partner providers, except in cases of gross negligence or intentional misconduct on its part.

In any event, and to the extent permitted by law, the potential liability of EcoTime Factory shall not exceed the amount of the service giving rise to the dispute.

#### **ARTICLE 8 – FORCE MAJEURE**

EcoTime Factory shall not be held liable for failure or delay in performing its obligations in cases of force majeure.

Force majeure includes in particular:

- natural disasters
- fires
- IT or technical failures
- strikes
- unforeseeable unavailability of partner service providers
- communication network interruptions
- any event beyond the control of EcoTime Factory making the execution of services impossible

In such circumstances, EcoTime Factory will inform the client as soon as possible and will make its best efforts to limit the consequences of the event.

#### **ARTICLE 9 – DATA PROTECTION**

The privacy policy is available at:

<https://ecotime-factory.ch/wp-content/uploads/2026/04/POLITIQUE-DE-CONFIDENTIALITE-2026-EN.pdf>

#### **ARTICLE 10 – APPLICABLE LAW**

These conditions are governed by Swiss law.

The place of jurisdiction is the registered office of the company in Lausanne (Canton of Vaud), Switzerland.

**VERSION: March 2026**