

THE ORDERING PROCESS AND CONTRACTUAL OBLIGATIONS

the obligation of the professional to inform the consumer about the ordering process and their rights.

This information sheet is for professionals who sell products or services online.

What are the ordering terms and conditions?

The ordering terms and conditions refer to all the contractual conditions and steps governing the conclusion of a distance selling contract between a professional and a consumer, generally via a website or application.

For the professional!

Order summary:

- list of products/services in the shopping basket with their main characteristics,
- the total price including all taxes and delivery,
- contract duration,
- reminder of key terms and conditions (costs, guarantees, deadlines, right of cancellation),
- explicit acceptance of the Terms and Conditions (with the withdrawal form) and the privacy policy.

Please note: It is prohibited to add pre-selected paid options during the process.

Order functionality:

- ability to check and modify the order,
- acknowledgement of payment obligation: When confirming an online order, it is essential that the consumer explicitly acknowledges their payment obligation.

Ensure that:

- the consumer is clearly informed that placing an order implies an obligation to pay,
- the button or function for confirming the order bears the words “**order with obligation to pay**” or a similar, unambiguous phrase indicating that placing the order obliges the consumer to pay the professional.

Other accepted formulations: Pay now - Complete your order - Order and pay - Confirm your purchase - I buy.

Payment methods:

Be sure to inform consumers of the payment methods you accept (credit card, PayPal, bank transfer, etc.).

Use secure payment systems to protect customers’ financial information.

The delivery:

For the delivery of goods and/or the performance of services, you shall indicate:

- clearly and legibly, at the latest at the beginning of the ordering process, if delivery restrictions apply,
- when you are going to deliver the goods/provide the services,
- delivery charges.

The item must be delivered in the condition described on the sales platform, in accordance with the information provided at the time of purchase.

In other words, the seller is required to ensure that the product is neither damaged nor deteriorated, and that it is properly transported until it is received by the buyer.

Guarantees:

Inform consumers:

- of the existence of the statutory guarantee of conformity for goods, digital content and services,
- and the existence of a commercial guarantee, if you have one.

The seller (not the manufacturer) must provide a minimum two-year statutory warranty.

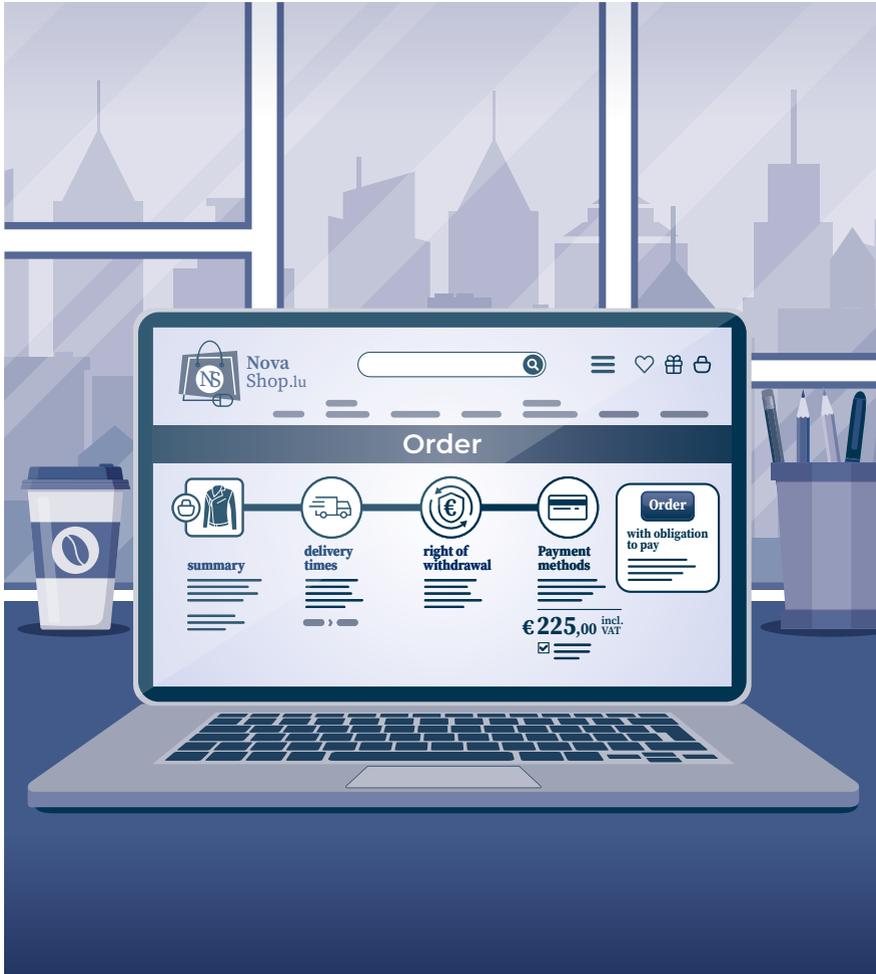
Right of withdrawal

Be sure to inform consumers of their right of withdrawal at the time of ordering:

- consumers have 14 days to withdraw without having to justify their decision,
- provide a model withdrawal form.

This fact sheet is part of a series dedicated on best practices and obligations for online sales professionals:

- > sheet “Your company identity and legal notices on your e-commerce website”
- > sheet “The pre-contractual information on your e-commerce website”
- > sheet “The ordering process on the contractual obligations”
- > sheet “Order tracking for online sales”



More information



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