



Terms and conditions of sale

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COMPANY INTRODUCTION

VANILLA ISLAND is a company that collects, transforms, packages and exports vanilla beans and vanilla products throughout the world, without any intermediary.

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TRADE AND COMPANY REGISTER

VANILLA ISLAND is registered in the Trade and Companies Register.

Registration number	AHA 2013 B 00012	
Year of creation	2013	
Address of the head office	Bel souvenir, airport road, Sambava 208 - Madagascar	
Whatsapp	+261 32 83 041 13	+261 32 74 148 77
Skype	VANILLA-ISLAND	
Contact person	Mr LANVIN Dominique cs@vanillaisland-export.com lanvin.d@vanillaisland-export.com	

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ACCEPTANCE OF OUR GENERAL CONDITIONS OF SALE

On each invoice and on each proforma invoice is indicated a hypertext link of our general conditions of sales.

In fact by making the payment, the customer declares to accept read and understood our general conditions of sales without reserves.

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PRICE

The amount indicated on the pro forma invoice is the final price.

Our proforma includes a deadline of 15 days for the validity of the offer.

Our prices are net of all bank charges

Bank charges are at the customer's expense

The amount paid must be exactly the same as on the invoice.

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CONDITION OF PAYMENT

Payment method	International swift transfer
Currency	Euro or USD

Customer's choice :

1st choice)	The customer can pay 100% of the order amount before shipment.
2nd choice)	The customer can pay 50% of the amount of the order before shipping and 50% after scanning by email of the export documents before shipping.

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EXPORT DOCUMENTS

The export documents are including with the goods :

Phytosanitary certificate - Packing list - CCCO certificate of origin - Domiciled invoice - Weighing certificate - (Eur1 for European customers) (SGP for non-European customers) - Air waybill LTA - Customs declaration.

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CARRIER

The carrier may vary according to the speed of service deemed most efficient by VANILLA ISLAND:

UPS - DHL – FEDEX

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RESPONSIBILITY

VANILLA ISLAND CAN NOT BE HELD RESPONSIBLE FOR THE DELAY OF EXPEDITION IN THE FOLLOWING CASES:

Incorrect address

Incorrect phone number

ORDER CANCELLATION

The address communicated concerning the principal and/or the recipient is incorrect

The customer does not give us the telephone number of the recipient.

The customer pays us an incomplete amount.

The customer does not pay his bank transfer fees at the time of payment.

VANILLA ISLAND will return the amount of the payment if the amount paid is incomplete, transfer fees at the expense of the customer.

VANILLA ISLAND CANNOT BE HELD RESPONSIBLE FOR THE FOLLOWING DAMAGES:

If the merchandise or packaging is deteriorated after shipment, or from a bad use by the customer or or poor conservation of the product by the customer.

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MODIFICATION OF AN ORDER DURING THE PREPARATION PROCESS

The modification of an order by the buyer during the preparation is impossible; if the buyer wishes to add weight to his order, he is obliged to reorder.

The modification of the packaging during preparation may be possible depending on the case - Please contact us.

The modification of the delivery address after shipment is impossible.

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INCOTERM

Incoterm proposed by VANILLA ISLAND

FOB Sambava the delivery of the goods will be done at FOB Sambava with the carrier chosen by the customer.

FOB Antananarivo, the delivery of the goods will be done at the international airport of IVATO (TNR), located at Antananarivo

DAP incoterm the most used in 99 % of the cases, delivery to the customer's address.

CIF airport The delivery will be made at the airport requested by the customer.

Without recommendations of your share the proforma will use the incoterm DAP

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RESERVATION OF OWNERSHIP

It is understood that the property of the products delivered in the object of the contract, will be transferred to him only after complete payment of the price agreed on the invoice and when the goods are transmitted to the carrier.

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MINIMUM ORDER

We do not have a minimum order.

Our production capacity is 1000 kg/month.

VANILLA ISLAND can not be held responsible for any damage concerning the deterioration of the goods after the shipment or the bad use and conservation.

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OBLIGATIONS

Obligations of VANILLA ISLAND: the supply of products in conformity with the order.

To give the number of AWB or tracking code to the customer after expedition.

To warn the customer if the shipment is delayed.

To scan the export documents of the customer according to his request at any time.

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PACKAGING

The packaging of vanilla beans: standard packaging of 1kg.

At the request of the customer we can pack by 5kg / 2 kg / 1kg / 500g / 250g / 100g / etc... the price of the products packed in a packaging lower than 1kg can change, thank you to contact us.

Packaging of vanilla beans and vanilla powder: The standard packaging for vanilla powder and vanilla seeds is the transparent food packaging.

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CLAIM

It is reminded that as a general rule, the respect of the General Sales Conditions implies that claims or disputes will always be received with kindness. The good faith being always presumed in the one who takes the trouble to expose his situations. The general conditions of VANILLA ISLAND prevail on the general conditions of the importer, in case of litigation, the customer will address in priority to VANILLA ISLAND to obtain an amicable solution. On the other hand if no solution is found the commercial court of ANTALHA will be only competent.

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CUSTOMER SERVICE

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