

# Terms of Service

Last Updated: 20 MAY 2026

Welcome to Lotentika, operated by VAGRAL. By accessing or using our ecommerce website for cosmetic products, you agree to be bound by the following Terms of Service. Please read them carefully.

## 1. General

- These Terms of Service govern your use of the Lotentika website and the purchase of products from our site.
- By using our site, you agree to comply with and be bound by these terms, as well as any applicable laws and regulations.

## 2. Account

- To purchase products from Lotentika, you may need to create an account. You are responsible for maintaining the confidentiality of your account and password.
- You agree to provide accurate and complete information during the registration process.

## 3. Products and Orders

- All products listed on the Lotentika website are subject to availability. We reserve the right to limit the quantities of any products we offer.
- Prices for our products are subject to change without notice.

## 4. Payment by credit card

- Payment for products can be made via the payment methods provided on our website.
- You agree to pay all charges associated with your purchase, including taxes and shipping fees.

## 5. Shipping and Delivery

- Shipping and delivery times are estimated and may vary based on your location and product availability. Please refer to our Shipping Policy for more details.

## 6. Returns and Refunds

- Our Refund Policy governs the terms under which returns and refunds are handled. Please review it for more information.

## 7. Intellectual Property

- All content on the Lotentika website, including but not limited to text, graphics, logos, and images, is the property of VAGRAL and is protected by intellectual property laws.
- You may not reproduce, distribute, or create derivative works based on any content from our website without our express written permission.

## 8. Privacy

- Information We Collect: We collect personal information that you provide to us when you create an account, place an order, or subscribe to our newsletter. This may

include your name, email address, shipping address, payment information, and other details necessary to process your order.

- **How We Use Your Information:** The information we collect is used to fulfill your orders, provide customer service, and improve your shopping experience. We may also use your information to send you promotional materials, newsletters, and other communications, if you have opted in to receive them.
- **Data Security:** We implement a variety of security measures to maintain the safety of your personal information. However, no method of transmission over the Internet is completely secure, and we cannot guarantee the absolute security of your information.
- **Third-Party Disclosure:** We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties, except as necessary to fulfill your order (e.g., sharing information with payment processors and shipping companies) or when required by law.
- **Cookies:** Our website uses cookies to enhance your browsing experience, analyze site traffic, and understand how you interact with our content. You can choose to disable cookies through your browser settings, though this may affect your ability to use certain features of our site.
- **Your Rights:** You have the right to access, update, or delete your personal information at any time. If you wish to exercise any of these rights, please contact us at : [contact@lotentika.com](mailto:contact@lotentika.com).

## **9. Limitation of Liability**

- VAGRAL and Lotentika shall not be liable for any damages that result from the use of, or inability to use, our website or products.

## **10. Changes to Terms of Service**

- We reserve the right to modify these Terms of Service at any time. Any changes will be posted on this page, and your continued use of the website constitutes acceptance of the revised terms.

## **11. Governing Law**

- These Terms of Service shall be governed by and construed in accordance with the laws of France, without regard to its conflict of law provisions.

If you have any questions about these Terms of Service, please contact us at [contact@lotentika.com](mailto:contact@lotentika.com)