



Version : 15/03/2026

**Article 1 – Identification and Legal Notice** These General Terms and Conditions of Sale (hereinafter “GTC”) are entered into between: **SRL Winevizer**, with its registered office located in Mons (Belgium), registered with the Crossroads Bank for Enterprises under number **BE1034941894** (hereinafter “WINEVIZER”). And any natural or legal person acting in the course of their professional activity (hereinafter the “Client”) wishing to subscribe to WINEVIZER’s services.

**Article 2 – Purpose and Scope** WINEVIZER offers a SaaS solution for digital wine menus intended for catering and beverage professionals. These GTC exclusively govern the commercial relationship between WINEVIZER and the Client, regardless of the Client’s place of establishment. The Client acknowledges having the legal capacity to contract and act as a professional.

**Article 3 – Services and Specific Provisions** 3.1. **Software Access:** The subscription provides access to the management and distribution features of digital wine menus via the platform <https://app.winevizer.com>. 3.2. **Custom Design:** The Client may request the creation of a custom design. This service is not included in the standard subscription price. It will be subject to a specific analysis and additional billing based on a prior quote accepted by the Client. 3.3. **Support and Training:** WINEVIZER does not provide any physical or in-person training. Learning how to use the tool is done independently via the Frequently Asked Questions (FAQ) and video tutorials provided on the platform.

**Article 4 – Pricing and Price Guarantee** 4.1. **Rates:** Prices are stated in Euros or Dollars, excluding taxes (VAT). 4.2. **Non-indexation Guarantee:** WINEVIZER undertakes never to index or increase the subscription rate as long as it remains active without interruption. 4.3. **Resubscription:** In the event of an interruption or termination of the subscription, any subsequent new subscription will be subject to the rates in effect at the time of the new signup, without the possibility of claiming the previous rate.

**Article 5 – Payment and Invoicing** Payments are made by recurring automatic debit via the secure **Stripe** platform. Invoices are issued at each due date (monthly or yearly) and are available in the account administration interface. Any late payment will result in the suspension of access to the service after a reminder has remained without effect for **72 hours**.

**Article 6 – Duration, Termination, and Refund** 6.1. **Duration:** The subscription is taken out for a monthly or annual term, with tacit renewal. 6.2. **Termination:** The Client may terminate their subscription at any time from their client area. 6.3. **Refund Policy:**

- **Monthly Subscription:** No refund is made for an ongoing month. Access remains available until the end of the paid period.
- **Annual Subscription:** In case of early termination, a prorated refund for remaining full months not yet started is possible, after deduction of any applicable administrative fees.

**Article 7 – Data Portability and Export** The Client owns their data. They may, at any time and at no additional cost, export all of their personal data and product files (wines) directly from the Winevizer administration platform. The Client may also request the complete deletion of their account.

**Article 8 – Force Majeure** WINEVIZER shall not be held liable in the event of force majeure, as defined by Belgian case law, including but not limited to widespread power outages, massive cyberattacks (e.g., DDoS), telecommunications service interruptions, or data center fires.

**Article 9 – Governing Law and Jurisdiction** These GTC are exclusively governed by **Belgian law**. In the event of a dispute, and after an attempt at an amicable resolution, exclusive jurisdiction is assigned to the **Courts of the district of Mons (Belgium)**, even in the event of multiple defendants or third-party appeals, and regardless of the Client's country of residence.

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