



ICC General Conditions of Purchase

About International Cooking Concepts, S.A.

Contact Us

Payment Methods

Shipping

Returns

Warranty

Legal Notice

Cookie Policy

About International Cooking Concepts, S.A.

International Cooking Concepts, S.A. is a Spanish commercial company with registered offices at Plaça de Sant Joaquim 2, Local 2, 08006 Barcelona, Spain, with tax identification number (C.I.F.) A61719464.

Contact Us

To contact us, please fill out the form provided in the Contact section.

Formas de pago

Payment Methods

The available payment methods are:

Bank transfer or deposit into our account:

IBAN: ES44 0019 0020 9840 1022 4740

DEUTSCHE BANK Seguridad en el pago

Credit or debit card (VISA, MASTERCARD, AMERICAN EXPRESS) via <https://stripe.com>

Payment Security

Credit and debit card payments offer the highest security standards through our payment gateway, Stripe(<https://stripe.com>).

All card numbers are encrypted on disk with AES-256 encryption. Decryption keys are stored on separate



ICC General Conditions of Purchase

machines.

Stripe's infrastructure for storing, decrypting, and transmitting card numbers is hosted in a separate, secure environment and does not share credentials with Stripe's primary services.

You can review the full details of Stripe's security functionality here: <https://stripe.com/docs/security/stripe>

Shipping

Shipping Costs Mainland Spain:

- Orders under €100 (VAT incl.): €7.90 shipping fee (VAT incl.)
- Orders between €100 and €150 (VAT incl.): €4.85 shipping fee (VAT incl.)
- Orders above €150: Free shipping

Balearic Islands:

- Orders under €150 (VAT incl.): €12.90 shipping fee (VAT incl.)
- Orders above €150: Free shipping

Canary Islands and International Orders: Please contact info@cookingconcepts.com

General Delivery Times

International Cooking Concepts undertakes to deliver orders for items listed as available in stock at the time of purchase within a maximum of 7 business days. In most cases, delivery times are considerably shorter, averaging between 48 and 72 hours.

Cancellations

- a) In the event of a delay beyond the 7 business days, the customer may exercise their right of withdrawal as set out in section 7 of the General Terms of Sale. In such cases, collection costs will be covered by International Cooking Concepts.
- b) The customer may also cancel their order if it has not yet left our warehouse or that of our supplier. The order will then be cancelled, and a refund issued upon the customer's request.

Product Availability

Occasionally, an item that appears as available online may ultimately be out of stock. This may happen due to simultaneous sales or a temporary stock management error.

In such cases, we will notify you promptly by email with an estimated delivery time or propose alternative items. If you choose not to wait or accept a substitute, you may request a refund, which will be processed within 7 business days of notifying International Cooking Concepts.

If you prefer to wait, we can arrange partial shipments at no extra cost as items become available.

Order Tracking

Depending on the courier service used, a tracking link may be emailed to you. For inquiries, you may also contact our office at +34 93 253 12 10 or email info@cookingconcepts.com during business hours.



ICC General Conditions of Purchase

Out-of-Stock and Product Reservations

Temporarily unavailable items will be marked as “out of stock.” You may, however, view product details and email info@cookingconcepts.com to request a reservation, including the product code, description, and your contact details.

Returns

Right of Withdrawal

Customers have a period of fourteen (14) business days from the date of receipt to return purchased goods under the right of withdrawal. Refunds will be issued under the following conditions:

- Returned products must be in perfect condition and in their original, sealed packaging. Returns of opened or used items will not be accepted, except for defective or damaged products.
- The original invoice (for full returns) or a copy (for partial returns) must be included.
- The customer is responsible for return shipping costs to:
International Cooking Concepts, S.A.
Plaça de Sant Joaquim 2, Local 2, 08006 Barcelona, Spain.
- Upon receipt, our staff will inspect the item to confirm compliance with the above conditions and the 14-day period.
Approved returns will be refunded within 30 calendar days of receipt.

Failure to meet any of the above conditions will void the right of withdrawal. In such cases, International Cooking Concepts will not refund or return the item.

Exceptions

The right of withdrawal does not apply to custom orders or special non-catalog items, particularly when high quantities are ordered or production impacts inventory. Customers will be informed in advance if this applies.

Warranty

Warranty Contact

Claims can be submitted via email at info@cookingconcepts.com or by phone at +34 93 253 12 10.

Address: Plaça de Sant Joaquim 2, Local 2, 08006 Barcelona, Spain.

1. **General Warranty:** All products are covered by a two-year warranty under the Spanish General Law for Consumer and User Protection (Royal Legislative Decree 1/2007, November 16).
2. **Proof of Warranty:** The invoice issued at purchase serves as the valid document for any warranty claim.
3. **Scope of Warranty:** The warranty covers defects in conformity or functionality for normal use. It does not cover improper handling, installation, or misuse by the buyer. Customers are entitled to repair, replacement, or refund of defective products.



ICC General Conditions of Purchase

4. Damage During Transport

- Transport damage must be reported within 48 hours of delivery.
- If the packaging appears damaged, it must be noted on the delivery slip before signing. We recommend inspecting the goods upon delivery, especially for fragile or glass products.

Legal Notice

1. **Intellectual Property:** This website and online store are the exclusive property of International Cooking Concepts, S.A., Plaça de Sant Joaquim 2, Local 2, 08006 Barcelona, Spain (CIF A61719464). All content (brands, logos, icons, texts, photos, images, designs, website sections, product classification system, and source code) are protected under Spanish and international intellectual property laws. Reproduction, distribution, public communication, or modification of any part of this website without express written consent is strictly prohibited.
2. **Website Content and Links:** The website is designed to provide information about the company's products and services and facilitate online purchases. International Cooking Concepts is not responsible for misuse of the content by third parties.
3. **Information Exchange:** International Cooking Concepts is not liable for any exchange of information between users through its website.
4. **Updates and Modifications:** The company reserves the right to update or modify the site's information and layout at any time without prior notice.
5. **Technical Issues:** International Cooking Concepts is not responsible for technical problems or damages arising from internet connection failures or third-party interference beyond its control.
6. **Data Processing:** In compliance with the EU General Data Protection Regulation (Regulation EU 2016/679), personal data provided through this site will be processed by International Cooking Concepts with the user's consent to maintain commercial relations, provide requested services, and send relevant information via email or SMS. Data will be retained according to legal requirements or until the user requests deletion. You may exercise your rights of access, rectification, deletion, limitation, portability, and opposition by contacting: International Cooking Concepts, S.A. Plaça de Sant Joaquim 2, Local 2, 08006 Barcelona, Spain Email: info@cookingconcepts.com. You may also contact the Spanish Data Protection Agency for further assistance.
7. **Governing Law and Jurisdiction:** Relations between International Cooking Concepts and its clients or users are governed by Spanish law, and any disputes will be subject to the courts of Barcelona.

Cookie Policy

Access to this website may involve the use of cookies. Upon entering the site, users must accept the company's cookie policy.



ICC General Conditions of Purchase

www.cookingconcepts.com uses first-party and third-party cookies to improve the user experience and provide personalized content and advertising.

Users can consult this policy at any time and manage cookie preferences through their browser settings.

II. What Is a Cookie?

A cookie is a small text file stored in the user's browser that facilitates web navigation and enables certain interactive services.

III. Cookies Used

Our website does not retain personal information between sessions. Cookies allow the site to recognize your browser and remember your preferences for future visits.

We use:

- Technical cookies: Necessary for proper website functionality, user account management, and session handling.
- Functional cookies: To remember your preferences and enhance usability (e.g., preferred language, searches).
- Analytical cookies: To understand website usage, optimize functionality, and ensure relevant content.

Cookies may have a variable lifespan of up to 5 years from your last visit. You can delete cookies at any time through your browser settings.

International Cooking Concepts, S.A.
Barcelona, March 2021