

General terms and conditions of sale

Updated 31 August 2026

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These general terms and conditions of sale (the "Terms") govern sales made on tandberg-data.com by ELECTRONIC PARTS eParts.

1. Seller identification

ELECTRONIC PARTS eParts, a French simplified joint-stock company (SAS) with share capital of EUR 2,238,000, registered with the Bobigny Trade and Companies Register under number 480 999 960, SIRET 480 999 960 00051, VAT number FR53 480999960, whose registered office is at ZAC de la Vache à l'Aise, 15 rue René Goscinny, 93000 Bobigny, France. Telephone: +33 (0)1 48 43 91 81. Email: contact@tandberg-data.com.

2. Scope

The Terms apply to orders placed by business customers and consumers, meaning natural persons acting outside their trade, business, craft or profession. Confirming an order constitutes acceptance of the Terms applicable on that date.

3. Products and Compatibility

The essential characteristics, references, capacities and compatibilities are presented on the product sheets. The images are illustrative. The RDX configurator provides guidance that does not replace technical validation of a complex environment.

4. Availability

Offers are valid while stocks last. In the event of unavailability after ordering, the Customer may accept a new date, an alternative proposed without obligation of acceptance, or obtain cancellation and reimbursement.

5. Order

The Customer checks the basket and the information provided before confirmation. The order becomes final after acceptance of the Terms, confirmation of the order summary, confirmation of payment or receipt of the bank transfer, and issue of the electronic order confirmation. The seller may suspend or refuse an order in the event of a payment incident, suspected fraud, incorrect information or a legitimate inability to perform the order.

6. Prices, taxes and fees

The applicable prices are those displayed during validation, excluding taxes or all taxes included depending on the profile. Delivery costs, taxes and possible duties are presented before validation when they are the responsibility of the Customer.

7. Payment

Payment is offered by credit card via DJUST Pay / Adyen or by bank transfer. An order paid by transfer is only shipped after receipt of funds.

Late payment by business customers

Any late payment results, automatically and without prior reminder, in penalties calculated at the semi-annual refinancing rate of the European Central Bank in force on January 1 or July 1, increased by ten percentage points, as well as a lump sum compensation of 40 euros for recovery costs. Additional compensation may be requested when actual costs exceed this amount and are justified.

The amicable or judicial recovery of unpaid sums may be entrusted to France Contentieux, 2871 avenue de l'Europe, building C, 69140 Rillieux-la-Pape, France.

8. Delivery

The area is determined by the delivery address. In-stock products are usually shipped the same day when the order is placed on time. As an indication, delivery usually occurs on D+1 in France and D+2/D+3 in Europe, subject to the carrier, availability and validation time.

- France: free delivery from 500 euros; below, flat rate of 15 euros per order, applicable VAT.
- Europe: free delivery from 1,000 euros; below, flat rate of 15 euros per order.
- United Kingdom, Switzerland, Overseas Territories, Africa, Middle East, Asia and other destinations: conditions studied on request; shipping can be made to the Customer's carrier account.

Common carriers include TNT, Dachser and Colissimo; another carrier may be chosen. The final date is indicated during the order. In the absence of a deadline agreed with a consumer, delivery takes place no later than thirty days following the conclusion of the contract.

The Customer checks the condition and apparent conformity of the packages upon receipt and immediately reports any loss, damage or missing part to the carrier and to ELECTRONIC PARTS eParts. The Incoterms or special conditions applicable to a professional sale are indicated in the offer, order or invoice.

9. Ownership and risks

The products remain the property of the seller until full payment. For a consumer, risks are transferred upon taking physical possession. For a professional, the transfer depends on the agreed conditions and, where applicable, the indicated Incoterm.

10. Consumer withdrawal

The consumer has fourteen days from receipt to notify their decision to contact@tandberg-data.com, and must then return the product within the statutory period. Direct return costs are borne by the consumer unless otherwise stated. Reimbursement is made within the statutory time limits and may be deferred until the goods are recovered or proof of dispatch is received.

The consumer may handle the product only to the extent necessary to determine its nature, characteristics and proper functioning. Legal exclusions apply in particular to goods made according to its specifications or clearly personalized and to unsealed software when the legal conditions are met.

11. Warranties

Statutory warranties

Consumers benefit from the French statutory warranty of conformity and the warranty against hidden defects. These apply independently of any commercial warranty and may be exercised through ELECTRONIC PARTS eParts using the contact details in Article 1.

Tandberg Data RDX commercial warranty

All Tandberg Data RDX products sold on the site benefit from a three-year manufacturer's commercial warranty of the workshop return type ("send-back"), unless more favorable conditions indicated on the product sheet. In the event of a breakdown during the warranty period, the Customer first contacts the seller. After diagnosis, the product can be repaired, replaced or returned with an NDF ("No Defect Found") diagnosis.

On-site services or warranty extensions, including reference T06206-SVC when offered, are governed by their specific conditions. The commercial warranty does not cover normal wear and tear, improper use, accidental damage, unauthorized intervention, defects in third-party equipment or non-compliance with installation and environmental conditions.

12. Returns and after-sales service

Before any return, the Customer contacts contact@tandberg-data.com or customer service by telephone, with the order number, reference, serial number and description of the problem. Diagnostic instructions and, if necessary, an agreement or return number are communicated.

Return address after agreement: ELECTRONIC PARTS eParts, 15 rue René Goscinny, 93000 Bobigny, France. The products are returned complete and protected. For a data medium, the Customer makes a backup and erases the data when possible. Data retention is not guaranteed during after-sales service.

Return costs linked to a withdrawal are borne by the consumer. For a defect covered by a legal guarantee, the costs are covered or reimbursed according to the applicable rules and with proof.

13. Liability

The seller is responsible for its obligations within the limits provided by law. It is not liable for damage resulting from incorrect information supplied by the Customer, improper installation, non-compliant use, lack of backup or third-party equipment beyond its control. For business customers, liability is limited to direct and foreseeable damage, except where such liability cannot legally be limited.

14. Intellectual property

The Tandberg Data brand, technologies, patents, software and documentation remain the property of Tandberg Data Norge A.S. or their owners. Content specific to ELECTRONIC PARTS eParts remains its property. No rights are transferred to the Client.

15. Personal data and cookies

Personal data processing is described in the Privacy Policy and the Cookie Policy.

16. Proof and archiving

The confirmations, recordings and logs kept by the seller and its service providers constitute means of proof, subject to any admissible evidence to the contrary. Orders, contracts, invoices and accounting documents are archived for the regulatory periods.

17. Force majeure

No party is liable for a breach caused by an event of force majeure within the meaning of article 1218 of the Civil Code. The party concerned informs the other as soon as possible.

18. Complaints and disputes

Any complaint is first sent in writing to ELECTRONIC PARTS eParts - Tandberg Data Customer Service, ZAC de la Vache à l'Aise, 15 rue René Goscinny, 93000 Bobigny, France, contact@tandberg-data.com, +33 (0)1 48 43 91 81.

The General Conditions of Sale are subject to French law. For consumers, the competent jurisdiction is determined according to mandatory rules. For professionals, any dispute falls, after an amicable attempt, to the courts within the jurisdiction of the head office of ELECTRONIC PARTS eParts, unless there is a mandatory rule to the contrary.

19. Modification and severability

The applicable version is that accepted on the day of the order. If a clause is declared void or inapplicable, the other provisions remain in force.

Appendix - Standard withdrawal form

To be sent only if you are a consumer benefiting from the right of withdrawal.

To the attention of ELECTRONIC PARTS eParts - Tandberg Data Customer Service, ZAC de la Vache à l'Aise, 15 rue René Goscinny, 93000 Bobigny, France - contact@tandberg-data.com.

I notify you of my withdrawal from the contract relating to the sale of the following goods:
_____. Order number: _____. Ordered on: _____.
Received on: _____. Name and address of consumer: _____. Date and
signature if sent on paper: _____.