

Article 1 - General

These general terms and conditions of sale (“**Terms and Conditions**”) govern the relationship between you and SRL GGL RECORSS SRL (registered office located at 367 chaussée d’Alsemberg, 1190 Brussels (Belgium) and registered with the Crossroads Bank for Enterprises (CBE) under number 1037.338.091) in connection with the purchase of products on the angele.music, angelevel.be or angele.live websites (hereinafter “**Website**”).

GGL may amend, modify, or supplement these Terms and Conditions at any time. Such changes shall apply immediately upon publication. You are responsible for ensuring that you have read the most recent version of the Terms and Conditions.

These Terms and Conditions apply to all purchases of products made via the Website. They replace and supersede any prior oral or written agreement that may have existed between the parties.

Article 2 – Products orders

a. General information

You may order products via the Website.

GGL retains all intellectual property rights in and to the products offered for sale. No transfer of rights whatsoever shall occur unless expressly agreed in writing by GGL. In particular, without this list being exhaustive, you may not modify the products, distribute them to the public, offer them for sale, reproduce them, transfer rights to third parties, or infringe the moral rights of the rights holders.

Products ordered are reserved exclusively for private use within the buyer’s family circle.

You declare that you are of legal age and have the legal capacity to place an order on the Website and to accept these Terms and Conditions.

Products are offered subject to availability. If a product becomes unavailable after an order has been placed, the order will be cancelled and the amount paid will be refunded in full as soon as possible.

b. Products

GGL makes every effort to present product images and descriptions on the Website as accurately as possible. However, GGL cannot guarantee the accuracy of color rendering or image display on your device.

GGL reserves the right to limit the sale of products to certain individuals or geographic regions. This right may be exercised on a case-by-case basis. GGL also reserves the right to limit the quantities of any products offered or ordered by any individual, household, or order. Such limitations may apply to orders placed using the same credit card or the same shipping or billing address.

GGL may refuse orders that, in its sole discretion, appear to be placed by merchants, resellers, or distributors, and may carry out any necessary verification.

Product descriptions and prices may be modified at any time without prior notice, at GGL’s sole discretion. GGL reserves the right to discontinue any product at any time.

GGL does not guarantee that you will be satisfied with the quality of any products, information, or materials purchased or obtained through the Website.

Where applicable, GGL ensures that products comply with European Union standards at the time they are placed on the market, but cannot guarantee compliance with standards applicable outside the European Union.

c. Prices

Prices are stated in euros and include VAT at the applicable rate, where applicable, but exclude shipping costs.

The applicable price is the one displayed on the Website on the date the order is placed. GGL reserves the right to increase or decrease prices at its discretion. In any event, the price excluding VAT shall not vary between the order and delivery of the product.

Prices do not include customs duties and/or import taxes applicable to orders delivered outside the European Union. Such charges shall be borne exclusively by you and are payable directly to the competent authorities. It is your responsibility to verify the duties and taxes applicable to your shipment, as GGL cannot provide information on this subject in connection with your order.

Any currency exchange fees or bank transfer charges shall be borne by you.

d. Order

Orders are placed online via the Website.

To place an order, you must provide your first name, last name, email address, delivery address and, if different, billing address, as well as your telephone number. If the order is placed by a company, the VAT number and company identification details must also be provided.

As part of the ordering process, you must expressly accept these Terms and Conditions, including the terms applicable to online purchases, by ticking the designated box on the Website.

Placing an order via the Website constitutes acceptance of the price indicated for the product ordered and of the delivery costs calculated based on the delivery address and the weight of the parcel.

The contract is definitively concluded once you have confirmed the order summary on the Website.

Any order entails an obligation to pay, which you expressly acknowledge.

You will receive confirmation of your order by email sent to the email address you provided. This confirmation email summarises the order and includes in particular:

- the contact details of GGL;
- the characteristics of the ordered product (model, quantity, size);
- the total price of the product (including VAT and similar taxes), as well as delivery costs (excluding any customs duties);
- the payment method;
- the delivery and billing addresses;
- a reminder of the existence of the legal warranty of conformity for consumers pursuant to Articles 1649bis et seq. of the former Belgian Civil Code;
- the general delivery timeframe via a link to the Terms and Conditions (a parcel tracking link will be sent in a subsequent email, providing a more precise estimated delivery time);
- the conditions, time limit, and procedures for exercising the right of withdrawal (including that return costs are borne by you as consumer), as well as a model withdrawal form via a link to the Terms and Conditions.

This confirmation email complies with Articles VI.45 and VI.46 §7 of the Belgian Code of Economic Law.

GGL will dispatch the ordered product only after full payment has been received.

GGL reserves the right to cancel or refuse an order in the event of insolvency, non-payment of a previous order, or non-compliance with these Terms and Conditions or applicable legislation.

e. Billing Information and Banking Details

You undertake to provide accurate, current, complete, and correct billing and payment information for purchases made on the Website. You agree to update such information, including your email address, credit card number, and expiration date, where necessary to enable GGL to complete the transaction and contact you if required.

If the information provided is inaccurate, you shall bear sole responsibility for any resulting consequences.

f. Payment terms

Payment for orders is made online via the Website using one of the following payment methods, managed by the Shopify Payments gateway:

- Credit card (Visa, Mastercard, American Express, Maestro, UnionPay);
- Bancontact app;
- Shop Pay.

By providing your credit card information, you authorize GGL to debit your bank account for the total amount due, including all applicable taxes.

The security of electronic funds transfers and, more generally, the proper execution of payment orders are the sole responsibility of the financial institutions managing such transfers.

Transactions are governed by the terms and conditions of Shopify Payments, available at: <https://www.shopify.com/be-fr/legal>.

g. Delivery

Products will be delivered only after GGL has received full payment.

Orders will be delivered to the postal address provided as the delivery address at the time of order confirmation. You are responsible for any incorrect or incomplete information that prevents delivery.

Delivery costs are indicated in the order summary and vary depending on the destination country, the weight of the item, and logistical costs.

Delivery times are generally twenty (20) days from the date of receipt of payment by GGL, but may be longer for shipments outside the European Union. GGL shall not be held liable for delays caused by external circumstances beyond its control.

Where applicable, you may track your delivery via a tracking link sent by email once the products have been dispatched.

Products are delivered with a paid invoice.

h. Right of withdrawal

The right of withdrawal applies only to consumers within the meaning of Article I.1.2° of the Belgian Code of Economic Law.

In accordance with the Belgian Code of Economic Law, consumers may withdraw from the contract, without penalty and without giving any reason, within fourteen (14) calendar days from:

- **the day on which the consumer or a third party other than the carrier and designated by the consumer takes physical possession of the goods; or**
- **in the case of multiple goods ordered in a single order and delivered separately, the day on which the consumer or such third party takes physical possession of the last item.**

Withdrawal must be notified by email to shop@angele.music and must include either:

- the duly completed withdrawal form ([available HERE](#)); or
- an unambiguous statement including:
 - your decision to withdraw from the sales contract;
 - date of order;
 - date of delivery;
 - order reference;
 - description of the product concerned;
 - price of the product;
 - reason for withdrawal (optional).

You must return the goods at your own expense and risk within fourteen (14) calendar days from notifying GGL of your decision to withdraw. Failure to do so will result in forfeiture of your right of withdrawal.

Returned goods must be sent exclusively to:

**GGL c/o MATARO ADVICE
107, avenue du Roi
B-1190 Forest
Belgium**

Returns must be sent with a tracking number and properly protected, at least equivalent to the protection used for the initial shipment.

Goods must be returned in their original condition (including packaging, accessories, instructions, intact plastic film on phonograms, etc.) allowing resale as new. GGL will refuse returns of products that have been worn, used, washed, damaged, incomplete, or soiled.

Refunds will be made using the same payment method used for the original transaction within fourteen (14) days from the date on which the goods are recovered or proof of shipment is provided, whichever occurs first.

Refunds do not include additional delivery costs resulting from your choice of a delivery method other than the standard and least expensive method offered by GGL, nor any customs duties or import taxes.

If you cancel before dispatch, GGL will not ship the goods and will issue a refund without issuing an invoice.

i. Legal warranty

As a consumer acting for private purposes, you benefit from the two-year legal warranty of conformity for consumer goods pursuant to Articles 1649bis et seq. of the former Belgian Civil Code. The two-year period begins on the date of receipt of the product.

In the event of lack of conformity, you must contact the after-sales service at shop@angele.music within two months of discovering the defect.

If the defect existed at delivery, you are entitled to replacement (if available), or to an appropriate price reduction or refund. If replacement or refund is granted, you may be required to return the product. When exercising the legal warranty, return costs shall be borne by GGL.

Article 3 – Privacy Policy

GGL complies with applicable data protection laws.

The Privacy Policy is available at the following link: <https://angele.music/privacy-policy>

Article 4 - Evidence

Computerized records maintained by GGL shall constitute evidence of communications, orders, and payments, until proven otherwise.

Data stored on electronic media shall constitute valid evidence and shall be admissible under the same conditions and with the same probative value as a paper document.

GGL is not obliged to store data. You undertake to print and retain your order details until receipt of the products and expiry of the withdrawal period.

Article 5 - Invalidity of a clause

If one or more provisions of these Terms and Conditions are declared invalid by a court, only the minimum necessary part shall be deemed invalid and shall be replaced by valid provisions that most closely reflect the original intent.

Article 6 – Miscellaneous

These Terms and Conditions were originally drafted in French. An English version is also available.

In the event of any discrepancy in interpretation and/or meaning between the French and English versions, the French version shall prevail.

Article 7 - Online consumer dispute resolution platform

If you reside in the European Union, Norway, Iceland, or Liechtenstein and qualify as a consumer within the meaning of Directive 2013/11/EU, you may submit a complaint via the Online Dispute Resolution platform: <http://ec.europa.eu/consumers/odr>.

This platform facilitates the amicable online resolution of disputes in accordance with Regulation (EU) No 524/2013.

Article 8 - Applicable law and disputes

These Terms and Conditions are governed exclusively by Belgian law.

Unless mandatory legal provisions provide otherwise, any dispute relating to the validity, performance, or interpretation of these Terms and Conditions or to the use of the Website shall fall within the exclusive jurisdiction of the French-speaking courts and tribunals of the judicial district of Brussels.

Article 9 – Contact

You may contact GGL at: shop@angele.music

For all product returns:

GGL c/o MATARO ADVICE
107, avenue du Roi
B-1190 Forest
Belgium

GGL RECORDS SRL

Registered offices : 367, chaussée d'Alsemberg - 1190 Forest (Belgium)

BCE : 1037.338.091

VAT : BE1037.338.091

Version 2 of June 18th 2026.

WITHDRAWAL FORM TEMPLATE

FOR GGL SRL

Please complete and return this form to shop@angele.music only if you wish to withdraw from the contract.

The right of withdrawal is reserved for consumers within the meaning of Article I.1.2° of the Belgian Code of Economic Law.

I, the undersigned, hereby notify you of my decision to withdraw from the sales contract described below:

- Date of order:
- Date of delivery:
- Order reference (see reference in your package):
- Description of the product concerned:
- Price of the product:
- Reason for withdrawal (optional):

Consumer's first and last name:

Consumer's email address:

Consumer's postal address:

Date:

Consumer's signature:

The package containing the returned items (together with this form) must be sent to:

**GGL c/o MATARO ADVICE
107 avenue du Roi
B-1190 Forest
Belgium**