

Legal notices

Terms and conditions for using the Pluxee website & app

Accessing and using the <https://portal.merchants.pluxee.be> ; <https://merchant.pluxee.be> and Pluxee Merchant App (hereinafter **"the Pluxee website & App"**) are subject to your compliance with and unconditional acceptance of all the terms, conditions and warnings contained herein. By using the Pluxee website & App, you expressly accept said terms, conditions and warnings without limitation.

1. Accountable entity

The Pluxee website & App is the property of Pluxee Belgium SA/NV and/or the Pluxee Group (hereinafter referred to as **"Pluxee"**).

Pluxee Belgium has its registered office at Rue Ravenstein 36, 1000 Brussels and is registered with the Brussels Trade Register under VAT number BE 0403.167.335.

2. The use of information – intellectual property rights

The entire contents of the Pluxee website & App is protected by intellectual property rights held by Pluxee and/or its suppliers and partners.

"Pluxee" and other product and/or service names mentioned on the Pluxee website & App are registered trademarks of Pluxee or its sister companies. You are not permitted to modify, copy, distribute, transmit, broadcast, perform, reproduce, publish, license, transfer or sell any information, software, products or services obtained from the Pluxee website & App, or produce any works derived from the aforementioned elements, without Pluxee's prior written consent.

3. Information published on the Pluxee website & App

The information published on the Pluxee website & App is derived from reliable sources. However, Pluxee cannot guarantee that this information is complete, accurate and/or up-to-date. Furthermore, the information, products and services included on the the Pluxee website & App may contain technical inaccuracies or typing errors. Neither Pluxee nor any of its sister companies within the Pluxee Group may be held liable for any damage whatsoever resulting from the inadequate, inaccurate, outdated or incomplete nature of the information published on the Pluxee website & App. Furthermore, under no circumstances should the information displayed on the Pluxee website & App be considered to constitute advice relating to finance, management or human resources or a recommendation of any sort. Please contact the relevant sales department for specific advice tailored to your particular situation.

Users use this information at their own risk, with discernment and a critical mind, taking into account their personal situation. Users remain solely responsible for any commitments they may enter into.

4. Liability of the services user

4.1. Liability of the services user

Users are responsible for ensuring that their computer equipment, modem, telephone line and Internet access are in good working order.

4.2. Transactional services

Part of the Pluxee website & App may be dedicated to the acquisition of products and services from Pluxee or its sister companies.

Users are fully aware that they undertake to use this part of the transaction in good faith and in compliance with the rules, laws, regulations and practices in force.

Users undertake to notify Pluxee as soon as possible in the event of any difficulty encountered in sending or confirming the order. In the event of the user's administrative data changing, the user must notify Pluxee within 8 days of the change.

5. Links and hypertext

Pluxee or its sister companies are in no way responsible for any hypertext links created from third-party websites on the Internet via the Pluxee website & App.

Any hypertext link to the Pluxee website & App from another website must be authorised in writing and expressly obtained from Pluxee in advance.

In addition, the Pluxee website & App may contain links to websites managed by third parties. These links are provided solely for the convenience of users. Pluxee has no control over the aforementioned websites and accepts no responsibility for their content. The inclusion of these links does not imply that Pluxee or its sister companies endorse the material contained on these sites.

6. Protection of privacy

Click [here](#) for more information

7. Virus security

Pluxee has implemented security systems in line with recent technological developments in order to protect the Pluxee website & App, its IT and telematics systems, its databases and data exchanges with users. A system of protection against known and detectable forms of virus is also in place. These protection systems will be regularly adapted and updated.

Pluxee's commitment in this respect is a commitment of means and not of results.

Consequently, except in the case of obvious negligence or malice, Pluxee and its sister companies, the companies forming part of its group, cannot be held liable for any damage, harm, interruption, defect, theft, loss, destruction or modification of data caused by the illicit or malicious access of a third party to its computer system, to that of Pluxee or to that of a user, or as a result of a virus originating from the Pluxee website & App on the Internet or from the computer system of Pluxee or of a user.

8. Interruption of access to the service

Pluxee makes every reasonable effort to ensure that users have access to the services offered on the Pluxee website & App.

Pluxee cannot be held responsible for any machine breakdown, line or power failure, theft, break-in, system error or any other event beyond reasonable control which renders the services offered on the Pluxee website & App inaccessible or defective.

Pluxee may interrupt access to the Pluxee website & App or part of it without notice in order to carry out maintenance or make improvements, in the event of force majeure, in the event of risk of misuse or fraud, or in the event of the occurrence of an event beyond its control without any obligation or compensation whatsoever following the interruption of access.

Pluxee will nevertheless make every effort to notify users of any interruptions as soon as reasonably possible.

9. Communication

Any communication sent to users of the services offered on the Pluxee website & App, whether in electronic or postal form, will be deemed to have been received by the user in person.

10. Pricing

The Website and the Pluxee App are available free of charge, except for costs relating to your equipment and your internet connection.

However, the use of certain optional feature may be subject to a charge and to the pricing terms communicated by Pluxee.

Where paid services are offered, the applicable terms and pricing are provided before you subscribe.

11. Modification of the general terms and conditions of use

Pluxee reserves the right to modify the terms, conditions and notices under which the Pluxee website & App is offered to you.

12. Applicable law and courts with jurisdiction

Those conditions are governed by Belgian law and are subject to and will be interpreted exclusively in accordance with Belgian law. In the event of a dispute, the courts of Brussels will have sole jurisdiction.

13. Contacts

For any question or problem relating to the Pluxee website & App, please [contact us](#).

Pluxee invites users to notify it of any illicit content available on its services so that it can take the necessary and appropriate measures to delete this information or make it inaccessible.