

Adventure e-commerce : FAQ.

- *Why a new e-commerce system ?*

Unlike the former system, this e-commerce interface is directly linked to our sales management software. As a consequence, your orders are received "coded" with all necessary information and a very low level of risk. This must enable us to always serve you better and more efficiently, which is our first goal.

- *How can I order a single item ?*

Use the "achat express" button, available at each screen. In just one click, your order is processed. With the account concept, you do not have to re type your details.

- *How can I be sure of the total amount of my order ?*

Taking the size, the weight and the number of items into account, Adventure calculates the shipment charges and give them to you in writing.

No order will be validated, even prepared without your final in writing agreement on the total amount of your order, including the shipment charges.

All orders and invoices are available 24/7 on the Adventure e-commerce interface, chapter "mes commandes en cours" of your personal account

- *What happens if you miss an item ?*

According to our stock level and expected deliveries, Adventure contacts you to propose a delivery. After discussion, the best formula will be taken into account.

- *I would like to print my order dated 3 months ago ?*

Nothing more simple : once connected in your customer space, go in the chapter "mes commandes en cours". Click on "ref interne" to display your order on the screen or click on "BC pdf" to open a pdf file.

- *I don't like to give my card details on the internet ?*

Ciel, our technology supplier has put all things together to secure the confidential data internet transmission. The payment customer space is secured, as https proves it. More than this, the data transmission uses a SSL protocol. Last point, your card details are only used to pay the invoice and are not kept by Adventure.

- *Why should Adventure not give my personal details to a third party company ?*

When you create your account, you decide according to the "Informatique et Libertés" French law what use can be made of your data.

On the one hand, Adventure will 100% respect your choice and on the other hand, we are not inclined to (and have never did it) give gratis or for money, your details to others. The only use we could make of your data is for our communication within the frame of the paramotor and the Adventure brand promotion (classified, promotion, product information, newsletter, potential product warnings...).

- *If I do not remember my user ID and/or password, who can I contact ?*

If you do not remember your user ID and/or password, just click on the "vous avez oublié votre code et/ou votre mot de passe" on the first page of the website. You will automatically receive the required information very soon.

