



TERM AND CONDITIONS OF SALE

COMPANY INTRODUCTION

Vanilla Island is your gateway to Madagascar, for your wholesale purchases of tropical products.

Vanilla Island is an export company specializing in the sale of vanilla, spices and exotic products from Madagascar.

Our company is dedicated to providing our customers with the highest quality products.

At Vanilla Island, we recognize the importance of sourcing exotic products as a vital element in many industries.

We therefore strive to select the very best products from Madagascar.

By choosing Vanilla Island, you'll benefit from our expertise in local products and our commitment to customer satisfaction.

We offer personalized customer service, fast delivery times and competitive prices.

VANILLA ISLAND

Belle souvenir - Airport road - Sambava 208 – Madagascar
+261328304113

www.vanilla-island.com



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TRADE AND COMPANY REGISTER

Registration number AHA 2013 A 00062

Legal form of company Limited liability company

Amount of share capital 4 000 000

CONTACT DETAILS

Head office address: Bel souvenir, airport road, Sambava 208, Madagascar

Whatsapp-phone number : +261 32 83 041 13

The company's top executives : Mr Patrick.R (CEO) and Mr Bertrand ALLARD (CEO)

ACCEPTANCE OF OUR GENERAL CONDITIONS OF SALES

On each invoice and on each proforma invoice is indicated a hypertext link of our general conditions of sales.

In fact by making the payment, the customer declares to accept read and understood our general conditions of sales without reserves.

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PRICE

All pricing inquiries should be directed via the contact form on our website or via WhatsApp.

The amount indicated on the pro forma invoice is the final price.

Our proforma invoice includes an offer deadline which means that after this date the offer has expired, so you will be obliged to request another quotation after this deadline.

Our prices are net of all bank charges.

Bank charges are at the customer's expense.

The amount paid must be exactly the same as on the invoice.

Don't forget to pay your international bank transfer fees at the time of payment.

PAYMENT METHOD

Payment method : International swift transfer

Accepted currencies : Euro or USD

Payment must be made using conventional banks.

Please note that if your invoice is in EURO and you wish to pay in USD, it is necessary to ask us for another invoice in USD, and vice-versa.

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PAYMENT TERM

1st choice:

The customer can pay 100% of the order amount before shipment.

2nd choice:

The customer can pay 50% of the amount of the order before shipping
and 50% after scanning by email of the export documents before shipping.

EXPORT DOCUMENTS

Here is the list of export documents that are shipped with your order :

Phytosanitary certificate - Packing list - CCCO certificate of origin - Domiciled invoice -
Weighing certificate - (SGP for deliveries outside the european union) - Air waybill - Customs
declaration – Tracking code.

CARRIER

The carrier may vary according to the speed of service deemed most efficient by Vanilla Island :

DHL – FEDEX

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RESPONSIBILITY

VANILLA ISLAND CAN NOT BE HELD RESPONSIBLE FOR THE DELAY OF EXPEDITION IN THE FOLLOWING CASES:

Incorrect address: If you provided us with an incorrect shipping address, a typo, or an incorrect phone number.

Please check the delivery address and your telephone number on the proforma invoice and invoice before making payment.

ORDER CANCELLATION

Vanilla Island will cancel the order in the following cases:

In the event that the customer does not pay the full amount of the invoice, reimbursement will be made, but with a deduction for the administrative costs already incurred in preparing the necessary documentation. Furthermore, the customer will be responsible for any bank charges incurred for transferring the reimbursement.

To process the refund, kindly provide us with an invoice.

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MODIFICATION OF AN ORDER DURING THE PREPARATION PROCESS

It is not possible for the buyer to modify an order during preparation.

If the buyer wishes to order additional products, he must place another order, issue another invoice and make the additional payment.

The modification of the delivery address after shipment is impossible.

INCOTERM

Incoterm proposed by Vanilla island :

FOB Sambava : The delivery of the goods will be done at FOB Sambava with the carrier chosen by the customer.

FOB Antananarivo : The delivery of the goods will be done at the international airport of IVATO (TNR), located at Antananarivo

CIF airport: The delivery will be made at the airport requested by the customer.

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RESERVATION OF OWNERSHIP

It is understood that the property of the products delivered in the object of the contract, will be transferred to him only after complete payment.

MINIMUM ORDER

Our minimum order for vanilla is 10 kg.

OBLIGATIONS

Obligations of Vanilla Island:

The supply of products in conformity with the order.

Notify the customer when payment has arrived on the vanilla-island bank account.

To give the number of AWB or tracking code to the customer after expedition.

To scan the export documents of the customer according to his request.

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Obligation for European customers:

Provide us with the EROI number

Obligation for American customers:

Provide us with the EIN number for orders over 2500usd.

in both cases, please provide us with your VAT number.

For your first order we will ask you to scan your business registration.

PACKAGING

The packaging of vanilla beans: standard packaging of 2kg to 5 kg. If you require packaging smaller than those mentioned above, please let us know.

TERM OF USE

Intellectual property rights

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MODIFICATIONS TO THE GENERAL TERMS AND CONDITIONS OF SALE

We reserve the right to modify our terms and conditions at any time. Modifications will take effect as soon as they are published on this site. It is your responsibility to check the terms and conditions before ordering.

CLAIM

It is reminded that as a general rule, the respect of the General Sales Conditions implies that claims or disputes will always be received with kindness. The good faith being always presumed in the one who takes the trouble to expose his situations. The general conditions of Vanilla-island prevail on the general conditions of the importer, in case of litigation, the customer will address in priority to VANILLA ISLAND to obtain an amicable solution. On the other hand if no solution is found the commercial court of Sambava will be only competent.

CUSTOMER SERVICE

Whatsapp: +261 32 83 041 13

Website : www.vanilla-island.com

VERSION NOTE: October 15, 2024

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