General conditions of access and use of the Renault ASOS site

The present conditions of access and use of the website developed and opened by RENAULT and accessible at the address: www.asos.renault.com (“Renault ASOS” or the “Site”) are intended to define the conditions general legal and technical rules ("CGAU") governing the use of the Site by any auto repair professional in the territory of the European Economic Area plus Switzerland and Turkey, who has registered on the Site and who has undertaken to respect the said CGAU ("User").

The Site offers the User a range of products / services enabling him to :

- consult online Technical Information and / or
- consult Technical Training and / or
- order or download products and / or software the description of which appears on the site (electronic repair software, electronic certificates, etc.) and / or
- obtain information on Renault technical tools and training and / or
- access Renault technical assistance

Some services are reserved for EU member states and we urge other countries to contact our representative Renault / Dacia in their country.

Hereinafter referred to together as the "Services" and the supply of which is also subject to the attached General Conditions of Sale for Renault ASOS products and services , which form an integral part of the CGAU ("CFRI").

It is recalled that the Technical Information obtained through the Site is intended for the performance of repair and maintenance work on RENAULT brand motor vehicles exclusively by auto repair professionals with the skills and tools necessary to perform these jobs. RENAULT can in no way be held responsible for repair and maintenance work carried out on vehicles, their authors assuming full responsibility.

The use of Technical Information obtained through the Site is governed by the attached Conditions of Use of Technical Information, which are an integral part of the CGAU ("CUIT").

1. General Information

This website is published by RENAULT sas . Simplified joint-stock company with capital of 533,941,113 euros 13/15, quai Alphonse Le Gallo 92100 Boulogne-Billancourt cedex FRANCE - RCS Nanterre 780 129 987.

Responsible for the publication of the site:
Director of publication: Director ASe
Site Manager: Head of Documentation Department

2. Description of Services

The detailed description of the Services appears on the Site. RENAULT reserves the right to modify the Services and the information appearing on the Site, at any time, without notice, given the interactivity of the Site, without this incurring the liability of RENAULT.

3. Registration and Access to the Site

In order to allow access to the Site and its use, the interested car repair professional must complete the registration form appearing on the Site and unreservedly accept these GTCAU, after having read them. This form must be completed completely and in good faith, providing

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only useful and truthful information. RENAULT reserves the right, without notice, to permanently terminate access to the Site if the User concerned has provided incomplete or inaccurate information.

After having filled in and validated the requested information, the User will receive at the e-mail address he has indicated an activation link which will allow him to access the Site and the Services available on the day of the connection (attention, only one User account will be created per e-mail address.).

The User undertakes to:

- take responsibility for the security and / or use of their username and password,
- not reveal their username or password to a third party,
- not authorize any other natural or legal person to use their username or password,
- use the Site in accordance with the CGAU.

The User is the one and only responsible for his password and his username, and for any use or access to the Site that may result from their use. RENAULT undertakes to verify the validity of the username and password. It is not their responsibility to verify the identity of a person accessing the Site via said password and User ID.

In order to access certain specific features of the site (electronic repair, etc.) the user must submit a request to Renault to obtain an electronic certificate and must provide additional information and undertake to comply with specific legal clauses. .

The User must obtain, at his own expense, the equipment (s), software (s) and telecommunications services (s) necessary to access the Site and to use the Services. The User must immediately inform RENAULT of any fraudulent use of his password and log out after each consultation of the Site.

4. Availability of the Site

Access to the Site is possible 24 hours a day, 7 days a week, except in cases of force majeure. It is expressly agreed that RENAULT may from time to time interrupt, limit, suspend, prohibit, in whole or in part, access to the Site or to the Services to carry out maintenance operations, updates or to resolve technical problems relating to servers, networks or software, or in the event of failure of a third-party service provider. RENAULT may also and at any time modify, add or delete one of the Services and will endeavor to inform Users thereof.

RENAULT will make its best efforts to maintain the security levels defined in relation to the authentication mode defined above.

The User acknowledges, however, that the public nature of the Internet prevents RENAULT from guaranteeing that each User will be able to access the Site or one of the Services at any time during the period of availability of the Site and the opening period specific to each Service and that this access will not be interrupted in any way, that it will be free of error or any unauthorized breach of security.

The User acknowledges that neither RENAULT nor its suppliers are responsible or required to pay them damages due to the interruption, suspension, modification or abandonment of the Site or one of the Services.

5. Intellectual property rights

5.1. Copyrights and / or Rights to Designs and Models This site constitutes a work of which RENAULT is the author within the meaning of Articles L. 111.1 et seq. Of the Intellectual Property Code. The photographs, texts, slogans, drawings, .. / images, animated sequences

with or without sound as well as all works integrated into the site are the property of RENAULT or of third parties who have authorized RENAULT to use them. The vehicle models represented on the site are protected by copyright and articles L.511.1 et seq. Of the Intellectual Property Code relating to the protection of registered models. Reproductions, on paper or computer, of the said site and of the works and models of vehicles reproduced therein are authorized provided they are strictly reserved for personal use, excluding any use for advertising and / or commercial and / or or information and / or that they comply with the provisions of article L122-5 of the Code of Intellectual Property. With the exception of the above provisions , any reproduction, representation, use or modification, by any means whatsoever and on any medium whatsoever, of all or part of the site, of all or part of the various works and models of vehicles which without having obtained the prior authorization of RENAULT, is strictly prohibited and constitutes an offense of counterfeiting punishable by two years' imprisonment and a fine of 150,000 euros.

5.2. Trademark rights The name RENAULT, the RENAULT logo (diamond), the name of the vehicles in the RENAULT range and of the products and services associated with them, are trademarks registered by RENAULT. Other brands are also mentioned; they are in principle identified by a capital letter. They are used by RENAULT either with the authorization of their holder, or as a simple indication of products or services offered by RENAULT. The reproduction, imitation, use or affixing of these brands without having obtained the prior authorization of RENAULT or their respective owners constitutes an offense of forgery punishable by two years' imprisonment and 150,000 euros in fine.

6. Guarantees, responsibilities and limitations of liability

6.1. The User :

The User undertakes to comply with the provisions hereof, all the rules governing activities on the Site and the use of the Services and Technical Information as well as all the internal and international laws and regulations in force applicable to the activities of the User on the Site, through it or relating to it.

The User undertakes in particular not to:

- violate the provisions of the CGAU;
- use the Site and the Services it offers fraudulently, illegally or without authorization;
- use the Site and its Services in violation of intellectual property laws, applicable rules and prescriptions defined by RENAULT;
- use the Site in such a way as to hinder or prevent access by other Users;
- infringe RENAULT's intellectual property rights;
- remove, hide or degrade any copyright notice, trademark or proprietary rights notices added or contained in the Site and its Services;
- allow the unauthorized disclosure or reproduction of part of the Site or information obtained through it;
- authorize access to the Site or one of its elements, or their use, by or for the benefit of a third party;
- create frames on other websites using material obtained through or relating to the Services;
- provide or create links with the Site;
- act or authorize acts that contravene the provisions of the CGAU and which involve the Site and / or its Services.
- use Robots, software or any other means on the site, its contents and in its Services.

The User must indemnify and indemnify RENAULT against all actions, claims for compensation or damages arising from or relating to an action or omission by the User or arising from or relating to the use of the Site or the Services. .

6.2. RENAULT:

RENAULT undertakes to the User on the basis of an obligation of means to do everything possible to ensure that access and use of the Site and the Services are implemented in accordance with the description of said Services as they appear on the Site and the laws and regulations in force.

The Site may contain links or referrals to other websites and other e-commerce sites. RENAULT is not responsible for the content of these other websites and assumes no responsibility for any damages of any kind, direct or indirect, caused by the content displayed on these other websites or accessible through them.

The content published on the Site by RENAULT may contain technical inaccuracies or typographical errors. It can be changed at regular intervals but also when RENAULT so wishes. RENAULT does its utmost to notify the User of changes made to the content published by RENAULT.

The User acknowledges that the content published on the Site by RENAULT is indicative, general and not exhaustive. RENAULT does not guarantee the adequacy of the content published on the Site by RENAULT to the needs of the User.

The User undertakes to use and exploit the content published on the Site by RENAULT and the Services offered under his sole responsibility and in accordance with the T & Cs. Consequently, RENAULT cannot be held liable for any direct or indirect damage caused to the User or a third party resulting from the use or exploitation by the User of the content published on the Site by RENAULT and the Services offered.

The Site and the Services are provided as is and according to their availability, and the User acknowledges that neither RENAULT nor its suppliers are responsible or required to pay damages due, in particular, to the interruption, suspension, modification of the Site or one of its elements, or a lack of adequacy of the Services to the needs of the User.

Given the level of security of the Site, RENAULT cannot be held responsible for fraudulent access to the Site constituting an offense covered by articles 323-1 et seq. Of the Penal Code.

RENAULT may, taking into account the circumstances, take all the measures which it deems necessary or appropriate with regard to the use of the Site and its Services by the User. In particular, RENAULT may interrupt, limit, suspend, prohibit, in whole or in part, access to the Site or the Services, without notice or compensation, if the User behaves or has engaged in activities prohibited by law and regulations in force or these CGAU.

7. Information technology and freedoms

The nominative information requested from the User when signing the order form and / or ordering electronic certificates is necessary for the transaction and will be subject to computer processing by RENAULT. They will only be communicated to the third parties mentioned in the declarations made to the National Commission for Computing and Liberties for the sole needs of administrative management of transactions and Customer Service or to meet legal or regulatory obligations. In accordance with the right of access defined by the law "Informatique et Libertés" n ° 78-17 of January 6, 1978, the User may at any time verify its accuracy, request rectification or request its deletion by sending a email to: list.support.asom@renault.com.

RENAULT is likely to obtain information collected automatically but which cannot, under any circumstances, be associated with a person. This information concerns the type of Internet browser used by the User, the operating system of his computer and the name of the domain through which he accessed the Site.

When visiting the Site, RENAULT may place a cookie on the User's computer. A cookie is a small block of data sent to the browser by a web server and stored on the hard drive of the computer. The cookie does not allow RENAULT to personally identify the User. In general, it allows RENAULT to record information relating to the navigation of the computer on the Site (the pages consulted, the date and time of the consultation, etc.) that RENAULT can read during subsequent visits. of the User. The User can naturally oppose the registration of cookies by configuring his browser according to the specifications of his publisher. The User can also delete cookies at any time and individually by referring to the user manual of his computer.

8. Audit rights

Provided that the User is notified in good time and during normal working hours, RENAULT has the right to periodically audit the use of the Site made by the User, subject to compliance with the confidentiality clauses hereof, to ensure that the User respects these T & Cs.

9. End of the right to access the Site

RENAULT may, at any time and at its discretion, suspend, limit or permanently prohibit Users' access to the Site and to the Services:

- in the event of default by the User, after formal notice with immediate effect sent by RENAULT by registered letter with acknowledgment of receipt to the User,
- if the User behaves or has engaged in activities prohibited by the laws and regulations in force or these GCAU

In the event of suspension, limitation or prohibition of access, all rights granted herein to the User terminate and the User must immediately cease using the Site and the Services, without prejudice to damages for RENAULT.

The termination hereof is without prejudice to any provision hereof which must remain in effect despite such termination.

10. General Provisions

10.1. Assignment The User may not assign any of the rights or obligations he has contracted under these terms without the prior written consent of RENAULT.

10.2. Waiver of a right The fact that a party does not assert or delays in asserting a right, a power or a prerogative recognized by the present cannot be interpreted as a renunciation of this right, this power or this prerogative. The waiver of a right is effective only if it is established by a written document signed by the party who is affected by it.

10.3. Notifications - Official assignments Any official notification or assignment under these T & Cs must be sent by email.

10.4. Language These CGAU are written in French. This language prevails over all translations into other languages.

10.5. Choice of domicile For the execution of these GTCAU and their consequences, each Party chooses to be domiciled at its registered office.

10.6. Autonomy of the provisions The fact that one of the provisions of these presents is totally or partially invalid or inapplicable does not invalidate or make the other provisions of these present inapplicable with regard to the laws and regulations currently in force.

10.7. Force Majeure Expressly, are considered as force majeure, in addition to those usually retained by the jurisprudence of French courts and tribunals, such as in particular strikes internal or external to the company, bad weather, government and legal restrictions and modifications. forms of marketing, computer failures and blocking of telecommunications, deterioration of RENAULT servers, and any other case beyond the express control of RENAULT.

The occurrence of a case of force majeure will, initially, automatically suspend the execution of these GTCAU. If, beyond a period of 3 months, RENAULT and the User observe the persistence of the case of force majeure, the GTCAU will be terminated automatically and by operation of law unless otherwise agreed between RENAULT and the User.

11. Applicable legislation - Jurisdiction clause

The CGAU and all the rights and duties of the parties generated by or relating to the Site are subject to French law and are interpreted and applied in accordance with it. Any dispute concerning the CGAU will be subject to the exclusive jurisdiction of the competent courts of PARIS, to which the parties recognize the exclusive power to rule, notwithstanding the multiplicity of defendants or claims for compensation from third parties. The User must present to the competent court of PARIS any claim arising from the CGAU, relating to them or relating to the Site, within one (1) year from the date on which this claim appeared on pain of to see it abandoned and definitively pushed back.

12. Update of the CGAU

RENAULT reserves the right to modify and update access to the site as well as the T & Cs at any time. These modifications and updates are binding on the User who must therefore regularly refer to this section to verify the applicable T & Cs.

General conditions of sale for Renault ASOS products and services

1. Identification

Company name: RENAULT sas Legal status and share capital: Société par Actions Simplifiée with a capital of 533,941,113 euros Head office: 13/15 Quai Alphonse Le Gallo Postal code: 92100 City: Boulogne-Billancourt

Country: France Offices / Commercial premises: Telephone: 33 (0) 1-76-84-04-04 E-mail: list.support.asom@renault.com Website: www.asos.renault.com Intra-community VAT : FR66780129987 Siret: 780129987 03591 Code APE / NA: 341z

2. Scope

These Conditions of Supply of Renault ASOS products and services ("CFRI") apply to all online transactions concluded from the Renault ASOS site ("Site") and are intended to define the contractual relationship between the company RENAULT and each professional automotive repair customer exercising his professional activity in the territory of the European Economic Area (the “Customer”).

It is recalled that the Technical Information obtained through the products and services offered on the Site are intended for the execution of repair and maintenance work on RENAULT brand motor vehicles exclusively by automobile repair professionals having the skills and the tools necessary to carry out this work. RENAULT can in no way be held responsible for repair and maintenance work carried out on vehicles, their authors assuming sole responsibility.

The use of Technical Information obtained through the Site is governed by the attached Conditions of Use of Technical Information, which are an integral part of the CFRI ("CUIT").

3. Presentation of product / service offers and corresponding prices

The Site offers the User a range of products / services enabling him to:

- consult Technical Information online, and / or
- consult Technical Training and / or
- order or download products and / or software the description of which appears on the site (electronic repair software, electronic certificates, etc.) and / or
- obtain information on Renault technical tools and training.
- access Renault technical assistance

Some services are reserved for EU member states and we invite other countries to contact our Renault / Dacia representative in their country.

The detailed description of the products / services and the corresponding prices can be found on the Site.

The description of the Technical Information consultation package and the corresponding prices is detailed in the "Subscriptions " section of the site.

Package type	Package description	Package validity period
Package 1	All technical documentation available on the Site	1 hour 1 day 1 week 1 month 1 year

The period of validity of a package runs from the date of the first consultation carried out by the Customer, noted by RENAULT, regardless of the day on which the package is taken out. Example: If the Customer subscribes on day "d" for a one-hour "Package 1", and performs his first consultation the next day at 10 am, the package will be valid for 1 hour and the Customer can consult the Technical Information of 10 to 11 a.m. (local time), when the deadline will have expired.

The validity period of a package does not take into account the real connection time. It is therefore up to the Customer to correctly assess the adequacy of the aforementioned packages to his needs both with regard to the nature of the Technical Information desired and the time allowed to consult it.

The description of electronic repair services and the corresponding prices are detailed in the "Diagnosis" part of the site. It is specified that this electronic repair functionality via specific Renault applications is only possible for vehicles approved in "Euro 5 and Euro 6" in accordance with regulations 715/2007 and 692/2008 (list available in the "inspection" section. guided tour "of the site).

The conditions of use for Renault Technical Assistance :

The use of Renault Technical assistance is reserved for automotive repair professionals such as :

- Automotive vehicle repair and maintenance garage
- Maintenance workshops for companies' fleets
- Integrated workshops of administrations

Who wish to express a request for technical assistance to Renault or Dacia.

Renault Technical Assistance will exclusively provide advice to help you in your diagnostic process. In no way will the technical assistance team carry out the diagnosis or intervene on the vehicle.

The scope of the advice will be limited to aspects of the diagnostic on the vehicle or the repair method. All other requests for assistance that are not related to the technical field of diagnosis or repair will not be processed by the Renault Technical Assistance team.

Furthermore, Renault technical assistance is reserved exclusively for countries that are members of the European Union, for other countries, we invite you to contact our Renault After-Sales Network in your country.

Prior to your request for technical assistance, please make sure that the diagnostic prerequisites are met, otherwise, we will not be able to assist you in your diagnosis.

Prerequisite :

- The vehicle must be present in the workshop
- The vehicle is of Renault or Dacia brand
- The spare part is new and from Renault or Dacia or Motrio
- The vehicle's serial number must be recognized by Renault computer systems
- The fault codes in the computer (s) are recognized by the Renault computer systems
- The vehicle model must be referenced and digitized in the Renault technical documentation
- You are a professional automobile repairer with an intra-community TAV number
- You have trained as a mechanic or bodybuilder
- You have an electronic diagnostic tool capable of reading the fault code frames in the computers
- You must have consulted the technical documentation of the vehicle (repair manual, electrical diagram , etc.) in New Dialogys
- You must purchase a technical assistance request ticket

Technical assistance process:

The technical assistance ticket gives you rights to two environments :

- Renault & Dacia documentary channel :

  You will find all the technical information on repair methods, information associated with the vehicle maintenance program, labor times, spare parts and electrical diagrams)

- The Technical Assistance communication tool :

  It is a computer application so that you can send a message to Renault when you request technical assistance to assist you in your diagnosis.

  The creation of your message is called a " Case " or a " FIC ". A " Case " has a lifespan limited in time or in the number of your exchanges with a Renault technician.

  The Case will remain active for a period of " 10 working days " or " 5 exchanges " (1 outward journey + 1 return of the comment between two

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interlocutors = 1 exchange). The Case will be closed when the first of the two terms is reached.

The purchase of a technical assistance request ticket gives you the rights to consult the technical documentation in New Dialogys and to express a technical assistance request in R-Actis only on the serial number of the registered vehicle.
You wish to express a technical assistance request for a second vehicle, you are required to purchase a second ticket.

The purchase of a ticket requesting technical assistance gives you rights only for a single question on the serial number of the declared vehicle.
You wish to make a second technical assistance request on the same vehicle with the same serial number, you must purchase a second technical assistance request ticket for the same vehicle.

Our advice ; be precise and exhaustive in the description of the facts written in the commentary of your Case. Present the physical values measured, the parameters recorded in the calculators, attach the screenshots, graphics, photos, etc… as an attachment to your Case. All of this information will greatly contribute to the accuracy of our response.

4. Customer acceptance

Any order for a product appearing on the Site assumes the Customer's prior consultation and acceptance of these CFRIs, the RENAULT Technical Information Conditions of Use (“CUIT”), as well as the General Conditions of Access and 'Use of the Site ("CGAU"). The fact that the Customer ticks the box "I accept these Conditions of Supply of Renault ASOS Products and Services" and confirms the order by clicking on the button "I order" implies full and complete acceptance of the aforementioned contractual documents, which will only be applicable to the order thus placed. The contractual information is presented in French and will be the subject of a summary confirmation from the payment and at the latest at the time of delivery.

5. Availability of products and services

Product and service offers and prices are valid as long as they are visible on the Site, within the limits of available stocks. In the event of unavailability of products after placing the order, the Customer will be informed by email or post as soon as possible, and the customer's bank account corresponding to the bank card used for the transaction will be re-credited with a amount equal to the amount debited on the date of the transaction. In the event of non-reimbursement within ten (10) working days, the Customer is invited to inform Customer Service by e-mail at the following address: list.support.asom@renault.com.

The execution of the order may be suspended by RENAULT or by the Customer in the event of a case of force majeure as defined herein.

6. Price

The price of the products and services ordered is that appearing on the Site on the date the order is placed. These prices do not take into account the delivery costs which will be invoiced in addition. All orders are payable in euros.

The prices are modifiable at any time without notice, knowing that the articles will be invoiced on the basis of the rate in force at the time of the recording of the order, subject to availability.

The order must be paid in advance by credit card. The account corresponding to the credit card used for the transaction will be debited e at the time of confirmation of the order by the Client.

In order to finalize the transaction, the Customer enters into a connection with a secure site which, after documentation by the Customer of the necessary information, will accept or not this method of payment. The Customer declares to have been informed that the confidentiality of information and the security of transactions (bank card number) are ensured by an SSL encryption process in accordance with the rules of the art.

7. Delivery

The products on the Site can only be delivered to countries in the European Economic Area.

The products are delivered to the delivery address that the Customer has indicated during the ordering process.

The times indicated are average times and correspond to the processing and delivery times. From the actual payment of the order, the average delivery time noted is fifteen (15) working days. This period is given as an indication and RENAULT cannot be held responsible for any exceeding of this period. However, in the event of a delay, an email will be sent to the Customer.

Any order not shipped within thirty (30) days of the order date is canceled unless otherwise stipulated and announced in the sale offer.

RENAULT reserves the right to cancel any order from a Customer with whom there is a dispute over payment for a previous order.

8. Transfer of ownership and risks

The transfer of ownership of the products and services that are the subject of the order to the benefit of the Customer will only be carried out after full payment of the price by the latter. On the other hand, the transfer of the risks of loss and deterioration of the products takes place as soon as they are delivered and received at the address mentioned by the Customer in his order.

9. Guarantee and Liability

The products delivered and services provided comply with the specifications described on the Site, as well as with French and Community legislation in force. RENAULT cannot be held liable in the event of non-compliance with the legislation of the country where the products or services are ordered and / or used.

The only guarantee granted by RENAULT relates to the provision of a service which provides the Customer with the product ordered without giving any guarantee as to the quality and content itself. RENAULT does not grant any guarantee concerning in particular the suitability of the products and services to the Customer's needs. RENAULT will in no case be liable to the Customer for indirect, consequential, special, incidental or dissuasive damages, loss of information or problems occurring during electronic payment, costs linked to a delay or to obtaining replacement products or services, whatever the cause, resulting from this contract.

RENAULT's warranty is limited only to the replacement or reimbursement of products recognized as defective or not conforming to the characteristics described on the Site. In all cases, the alleged lack of conformity must be established, if necessary after examination by RENAULT of the product in question. No product return will be accepted without the prior written consent of RENAULT.

The Customer is brought to the attention of the Customer that RENAULT is not the owner of the secure electronic transaction and online payment service, and therefore disclaims all liability in this regard.

The Customer is solely responsible for the actual payment of the product purchased. The Customer is solely responsible for payment by credit card for the products ordered. RENAULT is not responsible for payment problems linked to the operation of the e-commerce service.

Likewise, the information that the Customer obtains within the framework of the services offered by RENAULT, whether on the Site, by e-mail or in the form of a text message, does not give the right to any RENAULT warranty other than those stipulated in the these CGAU. The Technical Information is made available to the Customer by RENAULT "as is" and must be used by the Customer in accordance with the provisions of the CUIT.

The Customer acknowledges that RENAULT cannot be held liable in the event of an order delay or cancellation due to a shortage of stock at its publishers or in the event of an error in the presentation of the products.

10. Refund - Return

It is understood between the Parties that RENAULT will not exchange any products.

RENAULT undertakes to reimburse the Customer for products that do not correspond to their order, do not comply with the specifications described or are defective. In return, the Customer undertakes to make a detailed statement in writing and to return the product (s) to the following address: ASOS webmaster - 1, Avenue du Golf - 78280 GUYANCOURT (API: FR TCR GRA 1 49) . Returns are to be made to the aforementioned address in good condition or in the condition of receipt, accompanied by a copy of the invoice and the delivery slip. RENAULT will reimburse the product (s) under the conditions below.

No refund can be made in the absence of a lack of conformity or a defect observed under the conditions described in article 10 "Guarantee and Liability".

In the event of reimbursement linked to a lack of conformity or a duly noted defect , the shipping costs will be borne by RENAULT.

Refunds will be made within ten (10) working days or less after receipt of the products by RENAULT. In this case, the debited account corresponding to the bank card used for the transaction will be re-credited with an equivalent amount. No COD shipment will be accepted, whatever the reason.

11. Information technology and freedoms

The nominative information requested from the Customer when signing the order form is necessary for the transaction and will be subject to computer processing by RENAULT. They will only be communicated to the third parties mentioned in the declarations made to the National Commission for Computing and Liberties for the sole needs of administrative management of transactions and Customer Service or to meet legal or regulatory obligations. In accordance with the right of access defined by the “Informatique et Libertés” law n ° 78-17 of January 6, 1978, the Customer may at any time verify its accuracy, request rectification or demand its deletion by sending an e -mail to: list.support .asom @ renault.com.

RENAULT is likely to obtain information collected automatically but which cannot, under any circumstances, be associated with a person. This information concerns the type of Internet browser used by the Customer, the operating system of his computer and the name of the domain through which he accessed the Site.

During the visit to the Site, RENAULT may place a cookie on the Customer's computer. A cookie is a small block of data sent to the browser by a web server and stored on the hard drive of the computer. The cookie does not allow RENAULT to personally identify the Customer. In general, it allows RENAULT to record information relating to the navigation of the computer on the Site (the pages consulted, the date and time of the consultation, etc.) that RENAULT can read during subsequent visits. client. The Customer can naturally oppose the registration of cookies by configuring his browser according to the specifications of his publisher. The Customer can also delete cookies at any time and individually by referring to the user manual of his computer.

12. Customer Service

For any information or question, our Customer Service is at your disposal at the following address: list.support.asom@renault.com.

13. Convention of proof

The computerized registers kept in RENAULT's computer systems under reasonable security conditions will be considered as proof of transactions carried out by the Customer on the Site. The archiving of data is carried out on a reliable and durable medium so as to correspond to a faithful and durable copy in accordance with article 1348 of the Civil Code. In the event of a conflict between the computerized registers of RENAULT and any document on the written medium or electronic file of the Customer, it is expressly agreed that the computerized registers of RENAULT will take precedence over the documents of the Customer and will only be accepted as proof.

Any order form signed by "click" constitutes an irrevocable acceptance which cannot be called into question except in the cases provided for in these CFRIs.

The parties recognize that the "click" procedure associated with the authentication and non-repudiation procedure and the protection of the integrity of messages constitutes an electronic signature. This electronic signature has the same value between the parties as a handwritten signature.

14. Audit rights

Provided that the Customer is notified in good time and during normal working hours, RENAULT has the right to periodically audit the use of the Site made by the Customer, subject to compliance with the confidentiality clauses hereof, for ensure that the Client complies with these CFRIs.

15. Termination of these CFRIs and / or orders

RENAULT has the right to terminate or suspend CFRIs and / or orders in the event of default by the Customer within 15 days following formal notice sent by RENAULT by registered letter with acknowledgment of receipt to the Customer and which has no effect.

In the event of termination of the CFRIs, all rights granted herein to the Customer terminate and the Customer must immediately cease using the Site, without prejudice to damages for RENAULT.

RENAULT may also suspend or limit at any time and at its discretion Customer access to services under the conditions defined in the CGAU.

16. General Provisions

16.1. Assignment The Customer may not assign any of the rights or obligations it has contracted under these terms without the prior written consent of RENAULT.

16.2. Waiver of a right The fact that a party does not assert or delays in asserting a right, a power or a prerogative recognized by the present cannot be interpreted as a renunciation of this right, this power or this prerogative. The waiver of a right is effective only if it is established by a written document signed by the party who is affected by it.

16.3. Notifications - Official Assignments Any official notification or assignment under these CFRIs must be sent by email or fax and confirmed by registered letter with acknowledgment of receipt.

16.4. Language These CFRIs are written in French. This language prevails over all translations into other languages.

16.5. Choice of domicile For the execution of these CFRIs and their consequences, each party chooses to be domiciled at its head office.

16.6. Autonomy of the provisions The fact that one of the provisions of these presents is totally or partially invalid or inapplicable does not invalidate or make the other provisions of these present inapplicable with regard to the laws and regulations currently in force.

16.7. Force Majeure Expressly, are considered as force majeure, in addition to those usually retained by the jurisprudence of French courts and tribunals, such as in particular strikes internal or external to the company, bad weather, government and legal restrictions and modifications. forms of marketing, computer failures and blocking of telecommunications, deterioration of servers, and any other case beyond the express control of RENAULT.

The occurrence of a case of force majeure will, initially, automatically suspend the execution of these CFRIs. If, beyond a period of 3 months, RENAULT finds that the case of force majeure persists, the CFRIs will be terminated automatically and by operation of law, unless otherwise agreed between RENAULT and the Customer.

17. Applicable legislation - Jurisdiction clause

The CFRIs and all the rights and duties of the parties generated by or relating to the Site are subject to French law and are interpreted and applied in accordance with it. Any dispute concerning the CFRIs will be subject to the exclusive jurisdiction of the competent courts of PARIS to which the parties recognize the exclusive power to rule, notwithstanding the multiplicity of defendants or claims for compensation from third parties. The Client must present to the competent court of PARIS any claim arising from the CFRIs, relating to them or relating to the Site, within one (1) year from the date on which this claim arose on pain of the see abandoned and definitely postponed.

18. Update of the general conditions

RENAULT reserves the right to modify and update access to the site as well as the CFRIs at any time. These modifications and updates are binding on the Client who must therefore regularly refer to this section to verify the applicable CFRIs.

Conditions of use of RENAULT Technical Information

1. Object

The purpose of this license is to determine the conditions under which RENAULT grants to professional automotive repair customers exercising their professional repairer activity in the territory of the European Economic Area plus Switzerland and Turkey (hereinafter referred to as "the Customer") a right to use Technical Information within the meaning of the definition given in Regulations (EC) n ° 1400/2002, 715/2007 and 692/2008 owned by RENAULT.

2. Scope - Ownership of RENAULT Technical Information

It is recalled that many elements constituting all or part of the RENAULT Technical Information to which the Customer can have access either through the online consultation service or through the online ordering service:

at. result from know-how developed by RENAULT; b. are protected by copyright law such as in particular all articles, photographs, plans, drawings, software, CD-ROMs, databases; vs. and / or are protected by the legislation on designs and models such as in particular vehicle models; d. are protected by legislation on brands such as the "RENAULT" brand, the "Losange" logo and all the names of the vehicle models in the RENAULT range.

By using the Technical Information, the Customer acknowledges that said information is protected by an exclusive property right of RENAULT or of third parties who have authorized RENAULT to use it.

3. Scope of the license to use RENAULT Technical Information

3.1. Geographical scope Authorization to use RENAULT Technical Information in accordance with the provisions of these conditions only applies to the territory of the European Economic Area.

3.2. Duration of the authorization The duration of this authorization to use RENAULT Technical Information is granted in accordance with the provisions defined in Articles 3.3 and 3.4 below. In the event of non-compliance with the terms and conditions of this authorization, RENAULT reserves the right to terminate it at any time and without notice.

3.3. Right to use RENAULT Technical Information accessible through the Online Consultation Service RENAULT grants the Customer the right to use non-exclusive RENAULT Technical Information accessible through the Online Consultation Service under the conditions defined below: In return for payment of the price defined on the Order Form, RENAULT authorizes the Customer to view, download and print the Technical Information for the time corresponding to the paid flat rate as defined in the General Conditions of Supply of products and services and to use them without a time limit for the sole purposes of repairing and maintaining RENAULT brand vehicles.

3.4. Right to use RENAULT Technical Information accessible through the Online Ordering Service RENAULT grants the Customer the right to use the RENAULT Technical Information accessible via the Site and / or electronic repair modules on a non-exclusive basis. In return for payment of the price defined on the Order Form, RENAULT authorizes the Customer, without time limit, to use the RENAULT Technical Information that the Customer receives for the sole purpose of its repair and maintenance activity for RENAULT brand vehicles. .

3.5. Limits of authorization Any use of RENAULT Technical Information outside the provisions of Articles 3.3 and 3.4 of these conditions is strictly prohibited without having obtained prior authorization from RENAULT.

Consequently, any reproduction, representation, use, adaptation, modification, incorporation, translation, marketing, partial or complete by any process and on any medium whatsoever (paper, digital, etc.) of RENAULT Technical Information outside of the The authorization provided for in Articles 3.3 and 3.4 above are prohibited without the prior written authorization of RENAULT, subject to the exceptions referred to in Article L122.5 of the Intellectual Property Code, under penalty of constituting an offense of infringement of copyright and / or designs and / or trademarks.

It is recalled that the said Technical Information is intended exclusively for the performance of repair and maintenance work on RENAULT brand vehicles by automobile repair professionals exercising their activity in the countries within the geographical scope of this license and having the skills and tools required to perform this work. Consequently, any use of RENAULT Technical Information for other purposes and / or by persons other than those mentioned above and / or outside the geographical scope of these conditions is prohibited and requires prior authorization to be obtained. by RENAULT. In this sense you can send your request for authorization for any use outside the scope of this license by contacting : list.support.asom@renault.com.

4. Liability and warranty

4.1. RENAULT is in no way responsible for repair and maintenance work carried out on vehicles, their authors assuming sole responsibility.

4.2. The Customer undertakes to use RENAULT Technical Information under his sole and entire responsibility. RENAULT assumes no responsibility in the event of any action, claim and / or claim by third parties of any kind that may be brought against the Customer as a result of the use of RENAULT Technical Information. As such, the Customer refrains from calling RENAULT in warranty, following its questioning and / or its conviction in the context of an action, complaint and / or third party claim that it would have to suffer as a result of the use of RENAULT Technical Information.

4.3. The Customer also undertakes to guarantee RENAULT against any action, claim and / or claim by third parties of any kind that may be suffered by RENAULT as a result of the use of RENAULT Technical Information outside of the authorization that is expressly granted to the Customer by these provisions.

5. Intuitu personae

This authorization is granted to the Customer intuitu personae . Consequently, the Customer cannot transfer or assign it.

6. Applicable legislation - Jurisdiction clause

The CUIT and all rights and duties of the parties generated by the Site or relating to it are subject to French law and are interpreted and applied in accordance with it. Any dispute concerning the CUITs will be subject to the exclusive jurisdiction of the competent courts of PARIS to which the parties recognize the exclusive power to rule, notwithstanding the multiplicity of defendants or claims for compensation from third parties. The Customer must present to the competent court of PARIS any claim arising from the CUIT, relating to it or relating to the Site, within one (1) year from the date on which this claim appeared on pain of the see abandoned and definitely postponed.

The provisions of:

- General conditions of access and use of the Renault ASOS site
- Conditions of use of RENAULT Technical Information
- Conditions of supply of Renault ASOS products and services

also apply under the same conditions for the repair and maintenance of DACIA vehicles as well as the access and use of DACIA Technical information.