TERMS OF SALE

Terms of sale

These terms apply when you buy a Rivagoux product on rivagoux.com. Please read them before you pay. They are written in plain language. If a mandatory rule of French consumer law is more favourable to you, that rule applies.

Last updated: 23 November 2026.

Download these terms as a PDF

1. Seller

The seller is SUNSNOTE SAS, SIREN 844 185 165, RCS Cannes, registered office La Pépinière d'Entreprises, 11 avenue Maurice Chevalier, 06150 Cannes, email contact@rivagoux.com. Rivagoux is a brand of this company.

2. Products

We offer:

- The Rivagoux bilingual move-to-France dossier, as a one-time purchase, at EUR 129 incl. VAT. It is a PDF file, in English and French. It works on any device with a PDF reader. After payment, it is delivered by a download link in the order email. It is not a printed book and is not sent by post.
- Optional official-source updates, as a subscription, at EUR 12 per month incl. VAT. This subscription is optional. You can buy the dossier without it. If you subscribe, the file is updated when official pages we track change. The public official-changes log on this site stays free.

The dossier is information taken from official public sources. It is not legal advice, not immigration advice, and not a personal assessment of your situation. We do not guarantee any administrative outcome, including a visa, a residence permit, or a decision by a consulate, préfecture or other authority. Official wording always prevails if something in the file conflicts with it.

3. Price and payment

Prices are in euros and include VAT (incl. VAT / TTC). The price due is the price shown at checkout on the day you pay. Payment is by card, processed by Stripe. We do not store your full card details. Live payment is not open yet. These terms apply from the first paid order.

4. Delivery and access

After a successful payment for the dossier, you receive the PDF by a download link in the order email, right after payment. Keep that email. If a link fails, write to contact@rivagoux.com and we will send access again.

If you take the updates subscription, updated sections are made available while the subscription is active.

5. Subscription, renewal and cancellation

The updates subscription is billed at EUR 12 incl. VAT on the day you subscribe, then every month, until you cancel. It renews automatically. You can cancel online at any time, in a few clicks. For now, write to

contact@rivagoux.com with the subject “Cancel my subscription”. A dedicated online cancellation function will be provided before live sales. If you withdraw within 14 days of subscribing, we refund the first month in full, as set out in section 6. After that period, cancellation takes effect at the end of the period already paid, and you keep access until that date. We do not charge a cancellation fee.

6. Right of withdrawal

As a consumer, you normally have 14 days to withdraw from an online purchase, without giving a reason, under the French Consumer Code.

The dossier is digital content supplied immediately. For that kind of content, the 14-day withdrawal right is waived only if, at checkout, you tick an unticked checkbox with this wording: “I want immediate access and acknowledge I lose my 14-day withdrawal right.” That waiver is based on article L221-28 13° of the French Consumer Code. We then confirm it in the order email. If that box is not ticked, or if we do not confirm the waiver in the order email, you keep your 14-day withdrawal right, even if the file was already made available.

The updates subscription keeps the normal 14-day withdrawal right. There is no waiver checkbox for the subscription. If you withdraw within 14 days of subscribing, we refund the first month in full. After that period, cancellation follows section 5.

If you buy the dossier and the updates together, the withdrawal waiver, when ticked, covers the dossier only. The 14-day withdrawal right still applies to the subscription.

To withdraw where the right still applies, write to contact@rivagoux.com with your order details, or use the model withdrawal form in section 12. We refund the sums concerned by the same payment method, without undue delay and no later than 14 days after we receive your request.

7. Legal guarantee of conformity

Digital content is covered by the legal guarantee of conformity in articles L224-25-12 and following of the French Consumer Code. In short, the file must match the description given at the time of sale and remain in conformity for the period set by law. This legal guarantee applies in addition to any commercial arrangement we may offer later. It does not turn the dossier into a promise that a public authority will accept your file or grant a visa or permit.

8. Liability

We take care to write the dossier from official sources and to date those checks. Rules change, and your situation is personal. You remain responsible for checking the official page cited and for your own applications.

We are not liable for a refusal, delay or other decision by an authority, or for a loss that comes from using the dossier as if it were legal or immigration advice. Where the law allows us to limit our liability, it is limited to the amount you paid for the product concerned. This limit does not apply to fraud, gross negligence, or any liability that French law does not allow us to exclude, including liability for death or personal injury caused by our fault, and your mandatory consumer rights.

9. Personal data

To fulfil an order we process the data needed for payment, delivery of the file, and management of a subscription: typically your name, email address, and payment data handled by Stripe. You can write to contact@rivagoux.com about your data. Our privacy policy explains what data we process, how long we keep it, and your rights.

10. Consumer mediator and dispute resolution

If you have a complaint, write first to contact@rivagoux.com. We will answer as soon as we can.

If the dispute is not resolved, a consumer may refer it to a consumer mediator, free of charge, before going to court. The name and contact details of our mediator are *[pending: a mediator will be named here before Stripe goes live, after we subscribe to a consumer mediation scheme]*.

You may also use the European Commission's Online Dispute Resolution platform: https://ec.europa.eu/consumers/odr.

11. Applicable law and courts

These terms are governed by French law. If you are a consumer living in the European Union, you also keep the mandatory protections of the country where you live, where they are more favourable. A consumer may bring a claim before the courts of their place of residence or before the French courts that have jurisdiction. We may bring a claim against a consumer only before the courts of that consumer's place of residence, where the law so requires.

12. Model withdrawal form

Complete and send this form only if you wish to withdraw from the contract, where the withdrawal right still applies. You may also send an equivalent statement to contact@rivagoux.com.

To SUNSNOTE SAS, La Pépinière d'Entreprises, 11 avenue Maurice Chevalier, 06150 Cannes, email contact@rivagoux.com:

I hereby give notice that I withdraw from my contract of sale of the following goods / for the provision of the following service:

Ordered on [date] / received on [date]:

Name of consumer:

Address of consumer:

Date:

Signature of consumer (only if this form is notified on paper):