

# DIOR

## GENERAL TERMS AND CONDITIONS OF USE OF AFTER-SALES SERVICES

1. These General Terms and Conditions govern the After-Sales Services (hereinafter "After-Sales Services" or "Services") provided by the company Christian Dior Couture which manages the store in which the Customer's request for assistance is made (hereinafter "Dior").
2. Upon delivery of the product to Dior by the Customer (or any person authorised by the Customer, in writing, to do so in the Customer's name and on the Customer's behalf), Dior, in conjunction with the Customer, shall photograph and analyse the product, identifying all visible signs (including but not limited to tears, pre-existing damage, soiling, etc.). All visible signs were duly noted on the form signed electronically by the Customer upon delivery of the product (hereinafter the "CARE Form") and documented by taking photographs, which were viewed by the Customer and reproduced on the After-Sales Service Form. The After-Sales Services that the Customer has asked Dior to perform are also described in this CARE Form, which the Customer will receive by email or, on request, in paper format.
3. The product is deemed to be delivered to Dior without any loose or attached items. In this respect, Dior is not responsible for (i) any objects attached to the product or loose (e.g. those left in pockets) that were not detected during the aforementioned analysis of the product nor for (ii) any damage resulting from or caused by the aforementioned objects.
4. The product is sent to the workshop or to their place of manufacture to be examined in detail by Dior's craftsmen and experts. They will determine whether the defect or problem that led the Customer to request After Sales Services is covered by the warranty, the feasibility of repair where this option has been chosen by the Customer, the estimated timeframe to carry out the repair and, where the defect or problem is not covered by the warranty, the estimated cost to carry out the Services. Where this information differs from the information provided in the above form, the Customer will be informed as soon as possible and if the Customer ultimately incurs costs or expenses in excess of those estimated in the above form, the Customer will be provided with a quotation which must, if accepted by the Customer, be confirmed by return email with the words "Agreed to quotation no. [quotation no.]" before the Services can be performed. If the Customer refuses the new conditions, the Dior store that made the request for After-Sales Services will contact the Customer as soon as the product is ready for collection so that the Customer can collect it (or have it collected) from the said store.
5. The Client understands and accepts that even when the product and the Services have been indicated as covered by the warranty in the above form, the craftsmen and experts may, in particular with regard to the deteriorated condition of the product, find that the product has not been used normally and that the warranty is therefore void. In this case, the Customer will be informed in writing and the procedure will be as described in Article 4 above. If the craftsmen and experts confirm that the product is covered by the warranty but indicate that the product cannot be restored, the Customer will be offered a full or partial refund or replacement, suggested to him/her in writing. For more information on legal warranties, the Customer is requested to consult the Dior general terms and conditions of sale available in the stores as well as articles L.217-3 to L.217-20 of the French Consumer Code relating to the legal warranty of conformity and articles 1641 to 1649 of the French Civil Code relating to the warranty against hidden defects.
6. Dior will make all reasonable efforts to ensure that all After Sales Services are performed to the highest possible standards.
7. Both, in the event that Dior performs After-Sales Services and that Dior and its craftsmen and experts have determined that the product is not repairable, Dior will contact the Customer (first by telephone and then, if the Customer does not respond, by e-mail) to inform the Customer that the product is ready for collection in the same store where the request for After-Sales Services was made. The Customer must collect the product within 3 months of such notification. If the product is not collected within 3 months of Dior's first written notice, Dior will send a second written notice to the Customer, by registered letter with acknowledgement of receipt (to the address indicated on the CARE Form) informing the Customer that if the product is not collected by the end of a new period of 15 months from the first presentation of this registered letter constituting the second notice, Dior will be able to dispose of the product in any way whatsoever (including by destroying it and, where possible, recycling it). In fact, any delay in collecting the product after the expiry of this second collection period causes prejudice to Dior because of the costs incurred for the custody and maintenance of the product. By signing these general terms and conditions of After-Sales Services, communicated to the Customer at the time of dropping off of the product and before signing the CARE Form, the Customer expressly acknowledges and accepts that, by way of derogation from the law of 31 December 1903, Dior may dispose of the product that has not collected within the allotted time period, without the Customer being able to claim any compensation whatsoever from Dior.
8. The product can be collected by the Customer by presenting a copy of the CARE form and/or, if applicable, the final quotation, accompanied by his/her identity document. The Customer may also use a proxy document, which was sent to him/her by email at the same time as the After Sales Service Form and these general terms and conditions, to appoint a person authorised to collect the product on his/her behalf (hereinafter the "Designated Person"). To collect the product, the Designated Person must present the proxy form, duly completed and signed by the Customer, a copy of the After Sales Service Form and, if applicable, the final quotation, duly signed by the Customer, a copy of the Customer's identity document and his/her own identity document.
9. In all cases where the warranty has been declared void, all amounts due for the After-Sales Service that have not been paid in full at the time of collection of the product must be paid at once on the day of collection of the product. Otherwise, the product will not be returned to the Customer. The Customer is not entitled to any refund on the After-Sales Service unless he/she can prove that the Service was incorrectly rendered (repair not carried out or incorrectly carried out, replacement by a different product without the Customer's agreement).

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10. Dior attaches great importance to the protection of its intellectual property rights and to compliance with the law. As a result, Dior does not repair products that violate any law or regulation, particularly when they have been identified as stolen or counterfeit. Furthermore, by signing these general terms and conditions of use of the After-Sales Services, the Customer authorises Dior, whenever the circumstances justify it (i) to keep the infringing products with a view to destroying them and, where possible, recycling them and/or for the purposes of investigations, in particular judicial investigations and/or, where applicable, as evidence against the perpetrator of the infringement or breach of a law or regulation and (ii) to communicate the Customer's personal data to the competent authorities if Dior is obliged to do so by law or by these same authorities. Buying Dior products in Dior stores and from its authorised distributors is the best way to ensure the authenticity of a Dior product.

11. These general terms and conditions of use of the After-Sales Services are governed by French law. In the event of a dispute concerning the After-Sales Services, the Customer may seek an amicable solution by contacting us by email or telephone or contact the consumer ombudsman of the *Centre de Médiation et d'Arbitrage de Paris* (CMAP [Paris mediation and arbitration centre]), by filling in the dedicated form on the website [www.cmap.fr](http://www.cmap.fr), by sending his/her request by post to CMAP Médiation Consommation, 39, avenue Franklin D. Roosevelt, 75008 PARIS or by email to [consommation@cmap.fr](mailto:consommation@cmap.fr). Recourse to mediation is an alternative dispute resolution mechanism, which is not a prerequisite for taking legal action. The Client may therefore take legal action against Dior without having had recourse or attempted to have recourse to mediation. In the absence of an amicable solution or recourse to mediation, all disputes relating to these general terms and conditions shall be submitted to the competent court in application of the rules laid down by the French Code of Civil Procedure and the French Consumer Code. The Customer may file a lawsuit in the courts of (i) the place where Dior is domiciled; or (ii) the place where the Customer is domiciled; or (iii) the place where the After Sales Services are performed.

## SUMMARY PRIVACY POLICY

Dior, which manages the store in which the after-sales service request was made, as the data controller, will process the data of the Customer (e.g. surname, first name, phone number, personal address, e-mail address, copy of identity document) in order to process and follow up the Customer's after-sales service request.

The personal data of the Customer will be kept for the period strictly necessary for the proper processing of the Customer's request and any complaints, and in accordance with the privacy policy available in stores and on the website [www.dior.com](http://www.dior.com), after which the personal data will be deleted or made anonymous.

Please note that by sending an email to [privacy@christiandior.com](mailto:privacy@christiandior.com), the Customer will always be able to access, update and delete his/her personal data, revoke or change his/her consent and receive or request the transfer of his/her data to another controller. In addition, the Customer may object at any time to the processing of his/her personal data, in particular for marketing purposes or for analysing his/her preferences where the Customer has given specific consent. The Customer will also have the right to lodge a complaint with the competent data protection authority or with the supervisory authority of the Member State of the Customer's habitual residence or of the place of the alleged breach.

If the Customer needs more information, he/she is requested to read the full text of the privacy policy available in stores and on [www.dior.com](http://www.dior.com) in the Privacy Policies section.