

Purchase conditions

GENERAL TERMS AND CONDITIONS OF PURCHASE

PULL & BEAR

1. INTRODUCTION

This document (together with the documents referred herein) contains the terms and conditions governing the use of this website (www.pullandbear.com) and the purchase of the items contained therein (henceforth "Terms and Conditions").

Please read carefully through these Terms and Conditions, our Cookies Policy and our Personal Data Protection Policy (henceforth, jointly, the "Data Protection Policies") before using this website. We hereby inform you that use of this website or placing an order on it implies acceptance of these Terms and Conditions and our Data Protection Policies. If you do not agree with all our Terms and Conditions and Data Protection Policies, do not use this website.

If you have any query regarding the Terms and Conditions or Data Protection Policies, you may contact us by using the appropriate contact form.

The Contract (as set out below) may be entered into, at your discretion, in any of the languages that the Terms and Conditions are available in on this website.

2. OUR DETAILS

The sale of products on this website is managed by Pull & Bear Italia S.r.l., a sole shareholder company whose registered office is located at 20122 Milano, Largo Corsia dei Servi n. 3, whose Tax Code number and VAT registration number are 04526110962 N. REA MI-1755090, whose authorised share capital is 10,700,000 euros, whose telephone number is __800 922 255__ whose email address is contact@pullandbear.com, and whose contact details are available in the "contact" section of this website: www.pullandbear.com.

3. YOUR DETAILS AND ACCESS TO THIS WEBSITE

The information or personal data you provide as a user will be processed in accordance with the Data Protection Policies. By using this website you are authorising us to process your information and personal data and declaring that all the information and/or data you have provided us with are true and accurate.

4. USE OF OUR WEBSITE

By using this website and/or by placing any order through it, you agree to:

- (i) Use this website exclusively to make legitimate enquiries or orders;
- (ii) Not to make any false or fraudulent orders. If we have reasonable grounds to believe that such an order has been made we shall be entitled to cancel the order and inform the relevant authorities;
- (iii) Provide us with a correct and accurate email address, postal address and/or other contact details. Furthermore, you agree that we may use this information to contact you if necessary (see our Privacy Policy).

If you do not provide us with all the information we need, we may not be able to complete your order.

By placing an order on this website, you state that you are over the age of 18 and are legally eligible to enter into binding contracts.

5. SERVICE AVAILABILITY

Items offered on this website are only available for delivery in Italian territory (except for San Marino, Liviano, Campione d'Italia and the waters of Lake Lugano).

6. METHOD OF ENTERING INTO THE CONTRACT

The information provided in these Terms and Conditions and the details contained on this website do not constitute an offer of sale, but rather a mere invitation to treat. There shall be no contract between you and ourselves over any products until we have expressly accepted your order. If your offer is not accepted and your account has already been charged, you shall be reimbursed in full.

To place an order, you must follow the online purchasing procedure and click on "Authorise payment". Once you have made your order, you will receive an email confirming its receipt (the "Order Confirmation"). Please note that this does not mean that your order has been accepted. Your order is an offer that you are making to us to buy one or more products. All orders are subject to our acceptance, which you will be informed of via email confirming the order is being sent (the "Delivery Confirmation"). A product's purchase-sale contract between you and ourselves (the "Contract") shall only be understood as entered into when we send you the Delivery Confirmation.

Only the products listed in the Delivery Confirmation shall be subject to the Contract. We are not obliged to provide you with any product that has not been ordered until we confirm that an order has been sent via a Delivery Confirmation.

7. PRODUCT AVAILABILITY

All product orders are subject to availability. In this regard, if there are supply problems or there are no more items left in stock, we reserve the right to provide you with information about alternative products of the same or higher quality and value that you may order. If you do not wish to order the alternative products, we will reimburse any amount that you may have paid.

8. REFUSAL TO PROCESS AN ORDER

We reserve the right to withdraw any products from this website at any time and/or remove or modify any materials or content on this website. Although we will always do everything possible to process all orders, there may be exceptional circumstances that force us to refuse to process an order after having sent the Order Confirmation. We reserve the right to do so at any time.

We shall not be liable to you or to any third party for removing any product from this website, or for removing or modifying any material or content on the website or not processing an order once we have sent the Order Confirmation.

9. DELIVERY

Notwithstanding Clause 7 above on product availability and except in the case of extraordinary circumstances, we shall do our utmost to send the order for the product(s) listed in each Delivery Confirmation by the date stated in the Delivery Confirmation or, where no delivery date is specified, within the deadline estimated on selecting the delivery method and, in any case, within a maximum period of 30 days following the date of the Order Confirmation.

Nevertheless, there may be a delay for various reasons, such as customisation of products, the occurrence of unforeseen circumstances or the delivery area.

With regard to the virtual gift card, we will send it on the date indicated by you when you place your order.

If for any reason we are unable to comply with the delivery date, we will inform you and give you the option to continue with the purchase, establishing a new delivery date, or cancel the order with full reimbursement of the amount paid. Please note, however, that we do not deliver on Saturdays or Sundays, except in the case of the virtual gift card which will be delivered on the date indicated by you.

For the purpose of these Conditions, the "delivery" shall be understood to have taken place or the order "delivered" as soon as you or a third party indicated by you acquires physical possession of the goods, which will be evidenced by the signing of the order receipt at the delivery address indicated by you.

The virtual gift card shall be deemed to have been delivered in accordance with the Terms and Conditions of the Gift Card, and in all cases on the delivery date of the virtual card to the email address indicated by you.

10. DELIVERY CANNOT BE MADE

If we are unable to deliver your order, we will attempt to find a safe place to leave it. If we cannot find a safe place, your order will be returned to our warehouse. In this event, we will leave a note advising you where your parcel is and how you can arrange a re-delivery. If you are not at the delivery location at the agreed time, please contact us again to rearrange delivery on another day.

Where the delivery cannot be made within 30 days after the date of your order's availability for delivery, we shall assume that you wish to cancel the Contract, which will therefore be understood as cancelled. As a result of the cancellation of the Contract, we will refund you all the money paid by you, including delivery charges (except for any additional costs resulting from your choosing a delivery method other than the standard one we offer) without undue delay, and in any event, within 14 days of the date on which this Contract has been cancelled.

Please keep in mind that transport derived from the termination of the Contract may have an additional cost which we will be entitled to pass on to you.

This clause shall not apply to the virtual gift card for which the delivery shall be governed by the Terms and Conditions of the Gift Card and clause 9 above.

11. PASSING OF PRODUCT RISK AND OWNERSHIP

All product-related risks shall be borne by you as soon as the product has been delivered to you.

You will become the product's owner as soon as we have received full payment for all amounts due, including delivery charges, or on delivery (as defined in Clause 9 above), whichever occurs later.

12. PRICE AND PAYMENT

12.1 Price

The price of the products will be as stipulated at all times on our website, except in the case of an obvious error. Although we make every effort to ensure that the prices featured on the website are correct, errors may occur. If we discover an error in the price of any of the products that you have ordered, we will inform you as soon as possible and give you the option of confirming your order at the correct price or cancelling it. If we are unable to contact you, the order will be considered cancelled and all amounts paid will be reimbursed to you in full.

We are not obliged to provide you with any product at the incorrect lower price (even when we have sent the Delivery Confirmation) if the error in the price is obvious and unmistakable and could have reasonably been recognised by you as an incorrect price.

The prices on the website include VAT, but exclude delivery charges, which are added to the total price as indicated in our Shopping Guide under the section on Delivery Charges.

Prices may vary at all times; however (except where stipulated above), possible changes will not apply to any orders that we have already sent an Order Confirmation for.

Once you have selected all items that you wish to buy, they will be added to your basket. The next step will be to complete the order and make the payment. To do this, you must follow the purchase process steps, indicating or verifying the information requested in each step. Furthermore, you may modify the details of your order at any stage in the purchase process before payment. You are provided with a detailed description of the purchase process in the Shopping Guide. Also, if you are a registered user, you will find a record of all the orders you have placed available in the "My account" section.

12.2 Payment

Payment can be made by Visa, Mastercard, American Express and PayPal. In addition, you may also pay all or part of your order's price with a Pull&Bear gift card issued by Pull&Bear S.r.l. or by Fashion Retail, S.A.

To minimise the risk of non-authorized access, your credit card details will be encrypted. Once we receive your order, we request a pre-authorization on your card to ensure that there are sufficient funds to complete the transaction. Your card will be charged when your order leaves our warehouse.

If your payment method is PayPal, the charge will be made when we confirm your order.

By clicking "Authorise Payment" you are confirming that the credit card is yours or that you are the legitimate holder of the gift card.

Credit cards are subject to verification and authorisation by the card issuing entity. If the entity does not authorise the payment, we shall not be liable for any delay or failure to deliver and we will be unable to conclude any Contract with you.

12.3 Quick purchase

The quick purchase option (henceforth "Quick Purchase") lets you make your simplified purchases on this website, saving you the need to enter your shipping, billing and payment details for each purchase. Quick Purchase will be available in the "See Shopping Basket" section.

You will have to save your card details before you can use the Quick Purchase service. You can do so when making a payment with any card accepted on this website by selecting the "Save my card details" option. This operation involves memorising the following details

on your card: card number, name of card holder as written on the card itself and the card's expiry date.

To save your card data and use the Quick Purchase service, you will have to accept the current Terms and Conditions and the Policy for the Protection of Personal Data.

The moment you accept the use of the Quick Purchase service, you authorise the payment of the purchases to be debited via this tool on the corresponding card associated with this tool. The use of your cards will still be governed by the terms and conditions agreed between you and the issuer of your card.

You can save any card details you want for the Quick Purchase service, but you will need to make at least one payment with each of them. Should you wish to save the data for more than one card, the last card the data have been saved on will be regarded as the "Preferred Card", which all Quick Purchase will be charged to by default. You may, however, change the Preferred Card in the "My Account" section on this website.

To use the Quick Purchase service, just click on the "Quick Purchase" button which will appear in the Shopping Cart. A screen will appear immediately with the delivery, payment and billing details of your purchases. The information available on this screen is not editable, so if any data is not correct, do not complete the purchase. To make purchases with other details, please do not use the Quick Purchase service.

13. VAT (VALUE ADDED TAX)

Under the current regulations, all purchases made on the website are subject to Value Added Tax (VAT).

14. RETURNS AND EXCHANGES POLICY

14.1 Statutory right of withdrawal

Right of withdrawal

If you are contracting as a consumer, you have the right to withdraw from the Contract, within 14 days, without giving any reason.

The withdrawal period will expire after 14 days from the day on which you take, or a third party other than the carrier and indicated by you takes physical possession of the goods or in case of multiple goods in one order delivered separately, after 14 days from the day on which you take, or a third party other than the carrier indicated by you takes, physical possession of the last good ordered.

If you wish to exercise your right of withdrawal you will have to notify us by either writing to PULL & BEAR, calling us on 800 922 255, [●] sending an e-mail [to contact@pullbear.com] or filling in our contact form, of your decision to withdraw from the contract through an express statement (for example, in a letter sent by post or email). You may use the model withdrawal form as set out in the Annex, although it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you decide to withdraw from this Contract, we will return to you all payments received from you, including delivery charges (except for any additional charges resulting from your choice of any delivery method other than the standard delivery method that we offer) without any undue delay, and at any rate, within 14 days of the date on which this Contract has been terminated. We will carry out such reimbursement using the same means of payment as you used for the initial transaction. In any event, you will not incur any charges as result of such reimbursement. Notwithstanding the foregoing, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

Please return the goods by visiting any PULL & BEAR shop located in Italy or telephoning Customer Support on 800922255, without undue delay and, in any case, within 14 days from the day on which you communicated your withdrawal from the Contract. The deadline is met if you send back the goods before the period of 14 days has expired.

You shall bear the direct costs of a product's return, except where it is brought back in person to any PULL & BEAR shop located in Italy or by a courier arranged by us.

You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

14.2 Contractual right of withdrawal

In addition to the statutory right of withdrawal for consumers and users mentioned in Clause 14.1 above, we will grant you a period of 60 days to return a product, from the date of its delivery (with the exception of products mentioned in Clause 14.3 below, where the right of withdrawal is excluded). Return of gift cards shall be governed by the Terms and Conditions of the Gift Card.

Should you return a product within the deadline for the contractual right of withdrawal but outside the deadline for the statutory right of withdrawal, you will only be reimbursed with the amount you paid for that product. Except where a product is returned in person to a PULL & BEAR store in Italy, you shall have to bear the direct costs of its return.

You may exercise your contractual right of withdrawal under the provisions of Clause 14.1 above, on the understanding that where you inform us of your intention to withdraw from the Contract after the statutory deadline for right of withdrawal, you must return the product to us in any case within a period of 60 days from the date of delivery.

14.3 Common provisions

You shall not have the right to withdraw from the Contract when it is for the delivery of any of the following products:

1. Customised items.
2. Music CDs/DVDs without their original wrapping.
3. Sealed products which are unsuitable for return for reasons of hygiene and which have been opened after delivery.

Your right to cancel the Contract shall apply exclusively to the products that are returned in the same condition in which you received them. No reimbursement will be made if the product has been used once it has been opened, for products that are not in the same condition as when they were delivered or if they have been damaged: So take care of the products while in your possession. Please return the products using or including all their original packaging, instructions and other documents, if any, accompanying the products. In any case, you must send the product to be returned together with the receipt that you received when the product was delivered.

You may only make exchanges on the same product for a different size and colour. You will find a summary on exercising this cancellation right when you receive the order.

You may return any product to any PULL&BEAR store in Italy or deliver it to a courier that we will send to your home address, as further specified below. Neither of the above return options will entail any additional cost to you.

a. Returns to PULL&BEAR sales points

You may return a product to any PULL & BEAR sales point in Italy that has the same product department for the product you wish to return. In that case, you should go to the store in person and hand over the product with the receipt received and duly signed on its delivery.

b. Returns by courier

You should contact us through our web form to arrange for the product to be collected at your home address. You should send the product in its original packaging and follow the directions on the "RETURNS" section of this website.

If you do not wish to use any of the free return methods available, you will be responsible for the return costs. Please note that if you decide to return the products with the "cash on delivery" method, we are entitled to charge you the relevant costs.

After examining the product, we will inform you of whether you have the right to reimbursement of the amounts paid. Delivery charges will be reimbursed when the right of withdrawal is exercised within the statutory period and all relevant goods are returned. The refund will be paid as soon as possible and, in all cases, within 14 days from the date on which you notified us of your intention to cancel. Notwithstanding the foregoing, we may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. The refund will always be paid using the same payment means you used to pay for your purchase.

You shall bear the cost and risks of returning the products to us, as indicated above.

If you have any questions, you can contact us using the contact form on our website or by calling 800 922 255.

14.4 Returns of defective products

In circumstances where you consider that the product does not conform with the Contract at the time of delivery, you should promptly contact us via our web form with details of the product such as any damage incurred, or you can contact us by telephone on 800 922 255 and we shall indicate the procedure to be followed.

You must return the product either to us at the address stated on the ticket that you will receive with the product on delivery or to any PULL & BEAR sales point in Italy. We will carefully examine the returned product and notify you by email within a reasonable period whether we will provide you with a refund or a replacement (as appropriate). Items will be refunded and/or replaced as soon as possible and, in any case, within 14 days from the date on which we send you an email confirming our intention to provide you with a refund or replacement for the unsuitable item.

Products returned by you because of damage or a defect, where one exists, will be refunded in full, including a refund of the delivery charges for sending the item to you and the cost incurred by you in returning the item to us. The refund will be paid using the same method of payment made for your purchase.

In any case all rights recognised in current legislation shall be upheld.

15. LIABILITY AND LIABILITY EXEMPTION

Unless otherwise provided for in these Terms and Conditions, our liability for any product purchased on our website shall be strictly limited to the price of purchase of the product in question.

Notwithstanding the above, our liability may not be excluded or limited in the following cases:

- a) In the case of death or personal injury caused by our negligence;
- b) In the case of fraud or fraudulent activity; or
- c) Any circumstances where it would be illegal or unlawful on our part to exclude, limit or attempt to exclude or limit, our liability.

Notwithstanding the paragraph above, and insofar as current Regulations so permit, and except where provided for otherwise under these Terms and Conditions, we shall not accept any liability for the indirect damage and/ or loss, such as:

- i. loss of earnings;
- ii. loss of turnover;
- iii. loss of profits or contracts;
- iv. loss of forecast savings;
- v. loss of data; as well as
- vi. waste of office management time.

Owing to the open nature of this website and the possibility of errors arising in the storage and transmission of digital information, we do not guarantee the accuracy and security of the information transmitted or collected on this website, unless expressly stated otherwise.

All product descriptions, information and materials that appear on this website are provided "as is" and without any express or implied warranties, except for those provided for under legislation. To that end, where you enter a contract here as a consumer or user, we undertake to deliver products that conform to the Contract, remaining liable for any lack of conformity which exists at the time of delivery. Products are understood to conform to the Contract where they: (i) comply with the description provided by us and possess the qualities presented on this website; (ii) are fit for the purposes for which goods of this kind are normally used; (iii) exhibit the quality and features that are usual in and can be reasonably expected of products of the same type. We exclude all warranties within the limits provided for under legislation, except where these may not be legitimately excluded for consumers and users.

The products that we sell, especially artisan products, often present the natural features of the materials used in their manufacture. Such natural features may include variations in grain, texture, knots and colour. These variations shall not be considered imperfections or defects. On the contrary, the lack of uniformity due to the use of natural raw materials should be expected and appreciated. We only select products of the highest quality, but these types of variations are inevitable and should be accepted as part of the individual appearance of the product.

These provisions do not in any way limit consumer rights recognised under current regulations or your right to withdraw from the Contract.

16. INTELLECTUAL PROPERTY

You recognise and accept that all copyright, registered trademarks and other intellectual property rights on all materials or contents provided as part of the website belong to us at all times or to those who grant us the licence for their use. You are permitted to use this material only as expressly authorised by us or our licensors. This does not prevent you from using this website to the extent necessary to make a copy of your order or Contract details.

17. VIRUSES, PIRACY AND OTHER CYBER ATTACKS

You must not make undue use of this website by intentionally introducing viruses, Trojans, worms, logic bombs or any other software or technologically damaging or harmful material. You shall not attempt unauthorised access to this website, the server on which the site is hosted or any server, computer or database related to our website. You undertake not to carry out a DoS attack on this website.

Failure to comply with this Clause may result in a breach as defined under the applicable regulations. We will report any failure to comply with this regulation to the corresponding authorities and we will co-operate with them to determine the identity of the attacker. Likewise, should you fail to comply with this Clause, your authorisation to use this website will be immediately withdrawn.

To the fullest extent permitted by current regulations and with regard to fundamental consumer rights, we shall not accept any liability for any damage or loss arising from a DoS attack, virus or any other software or materials that may cause technological harm or damage to your computer, IT equipment, data or materials as a result of using this website or downloading its content or which redirects users to it.

18. LINKS FROM OUR WEBSITE

Where our website contains links to other websites and third party materials, such links are provided exclusively for information purposes, without our having any control over the content of those webpages or websites. Accordingly, we shall not accept any liability for any damage or loss arising from their use.

19. WRITTEN COMMUNICATIONS

The applicable regulations require that some of the information or notifications that we send to you be in written form. By using this website, you agree that communication with us will be mainly electronic. We will contact you by email or we will provide you with information by posting notifications on this website. For contractual purposes, you agree to use this electronic means of communication and accept that all contracts, notifications, information and other communication that we send you electronically complies with the legal requirements of providing it in writing. This condition will not affect your statutory rights under current legislation.

20. NOTIFICATIONS

The notifications that you send us must preferably be sent through our online contact form. Except where specified under Clause 19 above, we may send you notifications either by email or to the postal address you provided when placing an order.

Notifications shall be deemed to be received and duly communicated as soon as they are posted on our website, 24 hours after they have been sent by email or three days after their letter's postage date. As proof that the notification has been sent it shall be sufficient to demonstrate, in the case of a letter, that it was correctly addressed, that the correct postage was paid and that it was duly delivered to the post office or placed in a post box; as for emails, that the notification was sent to the email address specified by the recipient.

21. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract is binding for both Parties, as well as for our respective successors and assigns.

You may not in any way transfer or assign the Contract or any of the rights or obligations arising from it, without our prior written consent. We shall be free in any way and at any time to transfer, assign, subcontract or dispose of the Contract or any of the rights or obligations arising from it. For the purposes of avoiding any doubt, any transfer, assignment, sub-contracting or other disposal of the Contract shall have no effect on your rights as a consumer or in any way undermine, reduce or limit any of the guarantees or liabilities on our part, whether explicitly or implicitly.

22. FORCE MAJEURE

We shall not be liable in any way for any breach or delay in performing any of the obligations under a Contract where caused by events that are beyond our reasonable control ("Force Majeure Events").

Force Majeure shall be understood as any act, event, non-occurrence, omission or accident that is beyond any reasonable control including, but not limited to, the following:

1. Strike, lockout or other forms of protest.
2. Civil unrest, revolt, invasion, terrorist attacks or terrorist threats, war (whether or not declared) or threat of war.
3. Fire, explosion, storm, flood, earthquake, subsidence, epidemic or any other natural disaster.
4. Inability to use trains, ships, aircraft, motorised transport or other means of public or private transport.
5. Inability to use public or private telecommunication networks.
6. Acts, decrees, legislation, regulations or restrictions of any government or public authority.
7. Any shipping, postal or other relevant transport strike, failure or accidents.

Performance of the obligations under the Contract shall be deemed to be suspended throughout the duration of any event of Force Majeure Event. We shall be granted an extended period for performing the Contract corresponding to the duration of the Force Majeure Event. It shall be noted that we shall do our utmost during a Force Majeure Event to find a solution through which we can meet our contractual obligations.

23. WAIVER

Should we omit to insist, during the lifetime of a Contract, upon the strict performance of any of your obligations or of any of the obligations provided for under these General Terms and Conditions or any of these terms and conditions, or even omit to exercise any of the rights or remedies we are entitled to under the Contract or these General Terms and Conditions, that omission shall not constitute any waiver of our rights or remedies or exempt you meeting your corresponding obligations.

Any possible tolerance on our part of a breach on your part shall not constitute a waiver of any future action against any further breaches.

No waiver on our part of any of your obligations under the Contract or these General Terms and Conditions shall be valid unless expressly communicated in writing, in accordance with the provisions of clauses 19 and 20 above.

24. SEVERANCE

Should any clause or part thereof under these General Terms or any of the provisions of the Contract be construed by any competent authority to be invalid, unlawful or unenforceable, that clause, term or provision shall be deemed to be severed whereas the remaining clauses, terms, and provisions shall remain valid to the fullest extent permitted by law.

25. INTEGRITY OF CONTRACT

These General Terms and Conditions, as well as any document expressly referred to herein, constitute the entire agreement between you and ourselves regarding the subject matter of the Contract and thereby replace any previous agreement, understanding or pact between us, whether oral or in writing.

We, the Parties, hereby acknowledge that in signing the Contract neither of the parties has relied on any representation, pledge or promise either made by the other or inferable from anything said or written during the negotiations prior to the Contract, except where expressly stated in these Terms and Conditions.

Neither party shall be entitled to remedy any possible false statements made by the other party, whether oral or in writing, prior to the date of any Contract (except where a false statement is fraudulently made) and the only forms of action that the other party may take shall be for breach of Contract, as provided for under these Terms and Conditions.

26. RIGHT TO AMEND THESE TERMS AND CONDITIONS

We reserve the right to revise and amend these Terms and Conditions at any time.

You are subject to the General Terms and Conditions in force at the time of your order unless an amendment to the General Terms and Conditions or to the Data Protection Policies has to be made in accordance with legislation or at the request of a government authority (in which case it will also apply to orders already placed).

27. APPLICABLE LAW AND JURISDICTION

Use of our website and product-purchase contracts entered into on our website are governed by Spanish law.

Any dispute arising from or relating to the use of the website or any contract entered into on it shall fall under the jurisdiction of the Judge at the consumer's place of residence or domicile.

If you are entering into the contract as a consumer, this Clause shall in no way affect the consumer rights you enjoy under legislation.

28. COMMENTS AND SUGGESTIONS

Your comments and suggestions are always welcome. Please send any comments and suggestions via our contact form.

Moreover, there are official claim forms available to consumers and users. These can be requested by calling 800 922 255 or via the contact form.

If you believe your rights as a customer have been violated, you may email a formal complaint to contact@pullandbear.com for the purposes of reaching a settlement.

If you make an online purchase from us on our webpage, we hereby inform you, under EU Regulation N° 524/2013, that you are entitled to demand an out-of-court resolution of consumer disputes through the <http://ec.europa.eu/consumers/odr/> website.

These general terms and conditions shall apply as from [●] September 1st, 2017.

You may view the previous version on this link:

[●]

ANNEXE

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

TO PULL & BEAR Italia S.r.l., operating under the name of PULL & BEAR, to the address 20122 Milano, Largo Corsia dei Servi n. 3, or by email to contact@pullbear.com.

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

Ordered on (*)/received on (*)

Name of consumer

Address of consumer

Signature of consumer (only for paper forms)

Date

(*) Delete as appropriate