

## CONSUMER'S RIGHTS

### Out-of-court resolution of dispute mechanism

In event of a dispute, you may always contact PULL&BEAR by telephone at 0800 720 67 or by email at [contact\\_be@pullandbear.com](mailto:contact_be@pullandbear.com) in order to find a solution.

As a consumer, you are entitled, in accordance with Regulation (EU) N°524/2013, to pursue an out-of-court settlement via the EU on-line dispute resolution (ODR) platform accessible at <http://ec.europa.eu/consumers/odr>.

In the same perspective, you may also contact the Belgian ombudsman for consumers, the Consumer Mediation Service available at <https://consumerombudsman.be/en> and located at North Gate II, Boulevard du Roi Albert II 8 box 1, B-1000 Brussels.

You may join it by telephone: 02 702.52.00, by Fax : 02.808.71.29 and by e-mail at [contact@consumerombudsman.be](mailto:contact@consumerombudsman.be).

### Right of withdrawal

As a consumer, you are entitled to withdraw from the contract (except for customized items, shrink-wrapped items such as perfumes, cosmetics, CDs' and DVDs' or sealed items which are not suitable for return due to hygiene or health protection reasons and which have been unsealed after delivery, for which the right of withdrawal is excluded), within 14 days from the day on which you acquire physical possession of the item, without giving any reason.

You may use the model withdrawal form here below, but it is not obligatory.

#### Model withdrawal form

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

To PULL&BEAR, Pol. Ind. Río do Pozo, Avda. Gonzalo Navarro 37-43, 15578 Narón - A Coruña (Spain)  
Email: [contact\\_be@pullandbear.com](mailto:contact_be@pullandbear.com)

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

Ordered on/received on (\*):

Name of consumer :

Address of consumer :

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

Date:

(\* ) Delete as appropriate

In addition to the statutory term, we grant you a period of 30 days from the date of the Shipment Confirmation to return the items purchased (except for those above mentioned items).

Return of Gift Cards is governed by the Terms and Conditions of the Gift Card.

### **Statutory Guarantee of conformity**

As a consumer, you benefit from a legal guarantee for any lack of conformity of the item purchased existing upon delivery of it and becoming apparent within a period of two years from such delivery. In case of non-conformity, you are entitled to corrective remedies, free of charge.