

## Purchase conditions

Terms and Conditions of Purchase from the Pull&Bear website / app.

### 1. INTRODUCTION

The document herein contains the Terms and Conditions that regulate the use of this website / app. and the contract that binds both parties- you and us- (hereinafter referred to as the "Terms and Conditions"). These Terms and Conditions establish the rights and obligations of all users (hereinafter referred to as "you"/"your") and those of Pull&Bear (hereinafter referred to a "us"/"our"/"the Seller") in relation to the products/services that we offer through this website / app. or from any other website / app. to which we may redirect through a link (hereinafter jointly referred to as "Pull&Bear Services"). Please read the Terms and Conditions and our Privacy Policy carefully prior to clicking on the "AUTHORISE PAYMENT" button to make your order. By using this website / app. or making an order through same, you are consenting to be bound by these Terms and Conditions and our Privacy Policy. Therefore, if you do not accept all the Terms and Conditions and the Privacy Policy, no order should be placed.

These Terms and Conditions are subject to change and thus, you should read them each time you place an order.

If you have any query related to the Terms and Conditions of Purchase or the Privacy Policy, please visit our website / app. or contact us through the contact form. PULL&BEAR NEDERLAND B.V., a Dutch company with registered office at Nieuwezijds Voorburgwal 305, 1012 RM, Amsterdam, Holland, registered at the Chamber of Commerce under nr. 51101475, with VAT No. NL823093396B01.

### 2. USE OF OUR WEBSITE / APP

The Terms and Conditions herein are the only terms and conditions applicable to the use of this website / app. and replace any other, except with prior express consent in writing from the Seller. These Terms and Conditions are important for both you and us, as they have been designed to create a legally binding agreement between both parties, protecting your rights as customer and ours as company. By placing this order, you are stating that you have read and accept the Terms and Conditions herein with no reservation. You accept that:

- a. You may only use the website / app. in order to make legally valid orders or queries.
- b. You will not make any speculative, false or fraudulent order. In the event that we have reasonable grounds to believe that any order of this type has been made, we will be authorised to cancel it and inform the relevant authorities.
- c. You are also obliged to provide us with a correct email and postal address and/or any other contact details, and you consent to us using this information in order to contact you if necessary (view our Privacy Policy).
- d. If you do not provide us with all the information that we require, we will be unable to process your order.

By placing an order on this website / app., you are declaring that you are over 18 years of age and that you have legal capacity to enter into this binding contract.

### 3. AVAILABILITY OF SERVICE

The articles that are offered through this website / app., which are focussed on the Netherlands, will be available in the Netherlands, but not its oversea departments.

### 4. HOW THE CONTRACT IS FORMALISED

The information herein and the details contained on this website / app. do not constitute an offer of sale but rather an invitation to do business. There shall be no contract between you and us in relation to any product until we expressly accept your order. If your offer is not accepted, the amount of any charge already made to your account shall be fully refunded.

In order to make an order, you must follow the online purchase procedures and click on "AUTHORISE PAYMENT". Once this has been done, you will receive an email acknowledging receipt of your order (the "Order Confirmation"). Please remember that this does not mean that your order has been accepted since this represents an offer that you make to us to purchase one or more products. All orders are subject to our acceptance which we will confirm by sending you an email confirming that the order has been dispatched (the "Dispatch Confirmation"). The product purchase contract between us (Contract) shall only be formalised once we send you the "Dispatch Confirmation".

Only those products listed in the "Dispatch Confirmation" will be subject to the Contract. We will not be obliged to supply you with any other product that could be subject to the order until we confirm dispatch of the same to you in a separate "Dispatch Confirmation".

### 5. AVAILABILITY OF PRODUCTS

All orders placed for products are subject to their availability and if any difficulties occur with regards to supply, or if any product is out of stock, we will refund you any amount that you may have paid.

### 6. WITHDRAWAL OF ORDER

We reserve the right to withdraw any product from this website / app. at any time and/or stop or change any material or content of the same. While we will always do everything possible to process all orders, exceptional circumstances may oblige us to cancel the processing of any order after the "Order Confirmation" has been sent and we reserve the right to do this at any time at our own discretion.

We shall not be held liable to you or to a third party for withdrawing any product from this website / app., regardless whether said product has been sold or not, for removing or changing any material or content of the website / app., or refusing to process an order once you have been sent the "Order Confirmation".

### 7. RIGHT TO WITHDRAW FROM THE PURCHASE.

If you are contracted as a consumer, you can withdraw from the contract at any time up to the time limit of 30 calendar days from receipt of the "Dispatch Confirmation" of your order. In this case, you shall be refunded the amount paid for such products in accordance with our Returns Policy (see Clause 13).

Your right to withdraw from the Contract shall only apply to those products that are returned in the same condition in which you received them. You must also include all the instructions, documents and packaging belonging to the products. No refund shall be made if the

product has been worn or if it has suffered any damage. Therefore, you should be careful with the product(s) while they are in your possession.

You do not have any right to withdraw from Contracts for the supply of any of the following products:

- Music CD/DVDs without original packaging.
- Underwear, or Sealed goods which are not suitable for return due to hygiene reasons and were unsealed after delivery.
- Customised items

Please try to take reasonable care with products while they are in your possession and if possible, keep the original boxes and packaging in case of return.

You can find further information about your statutory rights, as well as an explanation on how to exercise them in Clause 13 of the Terms and Conditions herein. You will receive a summary of the same in your "Dispatch Confirmation". This regulation does not affect your statutory rights as consumer.

## 8. DELIVERY

Notwithstanding the provisions set forth in Clause 5 above, except in the event of exceptional circumstances, we will try to send the order containing the product(s) corresponding to those in the "Dispatch Confirmation" prior to the delivery date which appears on the "Dispatch Confirmation" or if there is not delivery date, in a timeframe of 15 days from the date of the "Dispatch Confirmation".

Delay can be due to the following reasons:

- Personalisation of products,
- Specialised articles,
- Unforeseen circumstances or
- Delivery area.

If for any reason, we cannot honour the delivery date, we will notify you of these circumstances and will give you the option of continuing with the purchase, setting a new delivery date or alternatively, of cancelling the order with a full refund of the amount paid. Please note that we can never make deliveries on Saturdays or Sundays.

For the purposes of the Terms and Conditions herein, a delivery is understood to have taken place or the product(s) to have been delivered when a signature to confirm receipt of the same is obtained at the agreed delivery address.

## 9. INABILITY TO DELIVER

If we are unable to make the delivery on two attempts, we will try to find a secure place to leave the package. We will leave you a note explaining where your package can be found and what to do in order to collect it. If you are not going to be in the delivery location at the agreed time, please contact us to set the delivery for another day.

## 10. PASSING OF RISK AND OWNERSHIP

You will be responsible for the risks involved with the Products once they are delivered.

You acquire ownership of the products once we receive the full payment of all amounts due in relation to the same, including shipping costs, or alternatively upon delivery (in accordance with the definition contained in clause 8) if it takes place at a later time.

## 11. PRICE AND PAYMENT

The price of the products is always the one stipulated on our website / app., except in the event of an error. Despite our attempts to ensure that all prices that appear on the website / app. are correct, errors may occur. If we discover an error in the price of products that you have ordered, we will notify you as soon as possible and give you the option of either reconfirming your order at the correct price or cancelling it. If we cannot contact you and do not hear from you within two weeks, the order will be considered cancelled and we will fully refund you for the amounts that have been paid.

We will not be liable for supplying any product(s) at an incorrect reduced price (even if we have sent you the "Confirmation Order") if the price error is obvious and could have been reasonably recognised by you as incorrect.

The prices on the website / app. include VAT but do not include delivery costs, which shall be added to the total amount as shown on our Guide to Postage Costs.

Prices may change at any time, but will not affect orders for which we have already sent you a "Dispatch Confirmation", except in the case of any of the foregoing provisions being applicable.

Once you have done your shopping, all the articles that you wish to purchase will be added to "YOUR PURCHASES" and the next step is to proceed the order and make the payment. In order to do this:

1. Click on the "YOUR PURCHASES" button at the top of the page.
2. Click on the "VIEW PURCHASES" button.
3. Click on the "PROCESS PURCHASE" button.
4. Fill in or check the contact information, order details, address to where you wish your order to be sent, and the address to which we can send the invoice.
5. Enter your credit card details.
6. Click on "AUTHORISE PAYMENT".

You can make the payment with Visa, Mastercard or American Express credit cards, Klarna, Ideal, the Gift card and through Paypal. In order to minimise the risk of non-authorized access, your credit card details will be encoded. Once we receive your order, we will carry out a pre-authorisation on your credit card in order to ensure that there are sufficient funds in order to complete the transaction. Your card will be charged as soon as your order leaves our warehouses.

If you choose to pay with PayPal, you will be charged as soon as we confirm your order.

Once you click "AUTHORISE PAYMENT", you are confirming that the credit card belongs to you.

We use "AKAMAII" in order to ensure that the payment has been processed securely.

The credit cards will be subject to verification and authorisation by the particular issuing body. However, we will not be held liable for any delays or failure to deliver if said body does not authorise payment and we will be unable to formalise any Contract with you.

## 12. VALUE ADDED TAX

In accordance with current regulation, all purchases made through our website / app. will be subject to Value Added Tax (VAT).

In this respect and in accordance with Chapter I of Title V of the 2006/112 Council Directive, dated 28 November 2006 in accordance with the common system of VAT, deliveries made in the member State that appears on the delivery address for the articles, will be charged the VAT rate that is legally valid in each member State according to the destination of the articles chosen in each order.

Pursuant to the applicable rules and regulations in each jurisdiction, the rule of the "reverse charge" (article 194 of Directive 2006/112) may apply to goods supplied in certain Member States of the European Union if the customer is or is required to be a taxable person for VAT purposes. If this is the case, no VAT will be charged by PULL&BEAR NEDERLAND B.V., without affecting the customer's obligation to account for the VAT attributable to them.

## 13. EXCHANGE/RETURNS POLICY

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 acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the products or in case of multiple products in one order delivered separately, after 14 days from the day on which you acquire, or a third party other than the carrier indicated and by you acquires, physical possession of the last product.

To exercise the right of withdrawal, you may notify us at PULL&BEAR NEDERLAND B.V., at the address Nieuwezijds Voorburgwal 305, 1012 RM, Amsterdam, Holland, at the telephone number 0800 023 4304 by writing an e-mail to [contact@pullandbear.com](mailto:contact@pullandbear.com) or by using our contact form, of your decision to withdraw from this Contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the model withdrawal form as set out in the Annex to the Conditions, but 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.

If you withdraw from this Contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us) without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this Contract. 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 fees as result of such reimbursement. Notwithstanding the foregoing, we may withhold reimbursement until we have received the products back or you have supplied evidence of having sent back the products, whichever is the earliest.

You shall deliver the products or hand them over to us at any PULL&BEAR stores in the Netherlands, drop off the item at any of the authorized delivery points using a returns-paid label that we send to you upon your request or send them back to [PULL&BEAR NEDERLAND B.V., Nieuwezijds Voorburgwal 305, 1012 RM, Amsterdam, Holland] without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from the Contract to us. This obligation will be considered as having been fulfilled if the goods are returned within this 14-day period.

You shall bear the direct costs of returning the products, unless you hand the goods over in a PULL&BEAR store in the Netherlands or drop them off at any of the authorized delivery points.

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

In addition to the legally recognized right to cancel for consumers mentioned in clause 13.1 above, we grant you a period of 30 days from the date the products are received to return the products (except those mentioned in clause 13.3 below, for which the statutory right to cancel is excluded). In case you return the products within the contractual term of the right of withdrawal, but once the statutory period of 14 days from the date of delivery has expired, you will be reimbursed, only, with the amount paid for said products excluding the delivery costs. You will be responsible for the direct costs of returning the product, unless you hand the products over in a PULL&BEAR store in the Netherlands or dropped them off at one of the authorized delivery points.

You may exercise your contractual right of withdrawal in accordance with the provision of clause 13.1 above, however, should you inform us about your intention of withdrawing from the Contract. You will be reimbursed by the same means of payment to the extent technically possible.

If you wish to withdraw from the Contract within the time limit stated in the clause 7 above, you can return the merchandise to us at any of our Pull&Bear stores (except outlet stores) in the Netherlands or by dropping it off at any authorised delivery points. You must deliver the merchandise in the same packaging in which you received it, following the instructions that you can find in the "RETURNS" section of our website / app.. Neither option involves any additional cost to you. If you are unable to return the products to us through the two free options that we offer, you will be liable for bearing the cost of returning them in an alternative manner. Please note that if you return the goods to us at our expense, we will be entitled to charge you for the direct cost we incur as a result.

For any queries, please contact us through our contact form or by telephone at 0800 023 4304.

If there is a Pull&Bear store in the market in which you were delivered the product, you can make the return in the store itself. In this event, you must go to the store in person and deliver the article and the returns document (hereinafter referred to as the "receipt") that you will have received when the product was correctly delivered.

If this is not possible, you must call us at 0800 023 4304 in order to arrange product pick-up with us or with one of our representatives. In both cases, you must deliver the receipt that you will have received when the product was correctly delivered along with the product to be returned.

Please return the article in or including its original packaging as well as the instructions, documentation and packaging that may have accompanied it.

We will fully examine the returned product and will notify you of your right to a refund of the amounts paid. The refund will be made as soon as possible, and within 14 calendar days from the date on which you informed us of your intention to withdraw. The refund will be made using the same payment method which was used to make the purchase. No exchange or refund will be made for any products that are not in the same condition in which you received them, or that have been used beyond mere opening of the product.

You can only make exchanges for the same article in a different size or colour.

In circumstances where you consider that the product does not conform with the Contract at the time of delivery, you should promptly

contact us through our contact form, specifying the details of the product and the damage suffered. Alternatively, you can call us at 0800 023 4304 where you will be told how to proceed.

The product must be returned to any of our Pull&Bear store in your market or to a authorised delivery point. We will fully examine the returned product and will notify you of your right to a replacement or refund via e-mail within a reasonable period of time. We will usually process the refund or replacement as soon as possible and, in any case, within 30 days of the day we confirmed to you via e-mail that you are entitled to a refund or replacement of the defective product.

Products returned by you due to a genuine flaw or defect 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. We will always refund any money received from you to the credit card originally used by you to pay for your purchase.

Your statutory rights are not affected.

#### 14. LIABILITY AND DISCLAIMERS

Our liability for any product acquired on our website / app. is strictly limited to the purchase price of said product.

Nothing in these Terms and Conditions of purchase shall exclude or limit in any way our liability:

- a. For death or personal injury due to negligence on our part;
- b. For fraud or fraudulent misrepresentation; or
- c. For any matter for which it would be illegal or unlawful for us to exclude or limit, or attempt to exclude or limit, our liability.

Subject to the foregoing paragraph and to the fullest extent permitted by law, and unless otherwise stated in these Terms, we accept no liability for indirect losses which happen as a side effect of the main loss or damage however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, including (without limit) for any:

- i. losses of income or revenue;
- ii. loss of business;
- iii. loss of profits or contracts;
- iv. loss to anticipated savings;
- v. loss of data; and
- vi. loss of time in managing situation or business hours.

Due to the open nature of this website / app., and the possibility of errors occurring in the storage and transmission of digital information, we cannot guarantee accuracy and security of the information transmitted to and obtained through this website / app. unless otherwise expressly stated on this website / app.

All product descriptions, information and materials posted on this website / app. are provided "as is" and without warranties express, implied or otherwise howsoever arising.

To the fullest extent permissible pursuant to law, but without excluding anything that may not lawfully be excluded in the case of consumers, we disclaim all other warranties of any kind.

The provisions set forth in this clause do not affect your statutory rights as consumer or your right to withdraw from the Contract.

#### 15. INTELLECTUAL PROPERTY

You acknowledge and consent that all copyright, trademark and other rights related to intellectual and industrial property in relation to material or content that form part of the website / app. corresponds to us or to third parties to whom we have granted a licence for its use at all times. You are permitted to use this material only as expressly authorised by our licensors or us. This will not impede your use of this website / app. so far as necessary to copy the information about your order or Contact details.

#### 16. WRITTEN COMMUNICATIONS

Applicable laws require that some of the information or communications we send to you should be in writing. By using this website / app., you are accepting that the majority of our mailings will be in electronic format. We will contact you by email or provide you information by posting notices on this website / app. For contractual purposes, you consent to the use of this electronic form of communication and recognise that any contract, notification, information and other mailings that we send you electronically comply with the legal requisites that such communications be in writing. This condition does not affect your statutory rights.

#### 17. NOTIFICATIONS

The best way to send us notifications is through our contact form. In accordance with provisions set forth in clause 16, unless stated otherwise, we can send you mailings either by email or to your postal address provided by you when placing the order.

Notifications will be deemed received and served correctly at the moment they appear on our website / app., 24 hours after an email is sent or three days following the postage date on the letter. In proving the service of any notification, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, that such e-mail was sent to the specified e-mail address of the addressee.

#### 18. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract between you and us is binding both for you and us, as well as for our respective successors and assignees.

You may not assign, encumber or in any other manner transfer a Contract or any of the rights or obligations derived from the same in your favour or for you, without having obtained our prior written consent.

We may transmit, assign, encumber, subcontract or in any other manner transfer a Contract or any other of the rights or obligations derived from the same in our favour or for us, at any moment during the term of the Contract. For the avoidance of doubt, said transmissions, assignments, encumbrances or other transfers will not affect your statutory rights as a consumer or cancel, reduce or otherwise limit guarantees, whether express or implied, that we may have granted you.

#### 19. EVENTS OUT OF OUR CONTROL

We will not be liable for any non-compliance or delay in the compliance of any obligations that we assume under a Contract, whose cause is due to events which are beyond our reasonable control (On grounds of Force Majeure).

Force Majeure Event includes any act, event, failure to exercise, omission or accident that is beyond our reasonable control and will include but is not limited to the following:

a. Strikes, lock-outs or other work stoppage.

b. Civil commotion, riot, invasion, terrorist attack or terrorist threat, war (whether declared or not) or threat or preparation for war.

c. Fire, explosion, storm, flood, earthquake, subsidence, epidemic or any other natural disaster.

d. Impossibility to use railways, shipping, aircraft, motor transport and other means of transport, public or private.

e. Inability to use public or private telecommunication systems.

f. Acts, decrees, legislation or restrictions of any government.

g. Strikes, failures, or accidents involving marine or river transport, postal or otherwise.

It is understood that our obligation to comply with any Contract will be suspended during the period of Force Majeure and we will avail of an extension of time for fulfilling our obligation during said period. We will use all reasonable means possible to bring the Force Majeure Event to an end or to find a solution whereby we can comply with our obligations pursuant to the Contract despite the Force Majeure Event.

## 20. WAIVER

In the event that we do not insist on strict compliance with any of the obligations under the Contract or any of these Terms and Conditions, or do not exercise any of the rights or recourses that we are entitled to exercise or interpose pursuant to said Contract or these Terms and Conditions, such fact shall not constitute a waiver of said rights and recourses nor relieve you from complying with said obligations.

Any waiver made in demanding compliance will not constitute a waiver by us in demanding subsequent compliances.

No waivers on our behalf on any of these Terms and Conditions shall take effect unless it is not expressly stated and communicated to you in writing in accordance with provisions set forth in the Notifications section above.

## 21. SEVERABILITY

In the event that these Terms and Conditions or any regulation contained in a Contract are considered invalid, illegal or un-enforceable in any extent by a competent authority, these shall be severed from the remaining terms and conditions and regulations will continue to be valid to the fullest extent permitted by law.

## 22. CONTRACT INTEGRITY

These Terms and Conditions and any document to which express reference is made in the same constitute the entire agreement existing between you and us in relation to the Contract objective and replaces any other prior pact, agreement or promise agreed between you and us, either verbally or in writing.

Both you and us acknowledge that in entering into a Contract, neither you nor us has relied on any representation, undertaking or promise given by the other or be implied from anything said or written in negotiations between you and us prior to such Contract except as expressly stated in these Terms.

Neither you nor us will avail of recourses in view of any uncertain declaration made by the other party, either verbally or in writing, prior to the Contract date (unless such uncertain declaration had been made in a fraudulent manner), and the only recourse that the other party will have will be due to non-compliance of the contract in agreement with provisions set forth in these Terms and Conditions.

## 23. OUR RIGHT TO MODIFY THESE TERMS AND CONDITIONS

We have the right to review and modify these Terms and Conditions at any time.

You will be subject to the current policies and Terms and Conditions when you make each order, except in the event where we have to make changes to said policy, Terms and Conditions or Privacy Policy due to legislation or the decision of governmental bodies. In such case, the possible changes will also affect orders which were made previously.

## 24. LAW AND JURISDICTION

The use of our website / app. and the Contracts for the purchase of products through such website / app. will be governed by Spanish law.

Any dispute arising from, or related to the use of the website / app. or to such Contracts shall be subject to the non-exclusive jurisdiction of the Spanish courts.

If you are contracting as a consumer, nothing in this clause will affect your statutory rights as such.

## 25. COMMENTS AND SUGGESTIONS

Your comments and suggestions are important to us. Please send us your comments and suggestions through our contact form.

If you as a buyer consider your rights have been breached, you can address your complaints to us via the email address [contact@pullandbear.com](mailto:contact@pullandbear.com) in order to seek an out-of-court settlement. In this regard, if the purchase from us was concluded online through our website, we, in line with EU Regulation No. 524/2013, hereby inform you that you are entitled to seek the consumer dispute with us out-of court, through the platform for the online dispute resolution accessible through the Internet address <http://ec.europa.eu/consumers/odr/>.

## ONLINE ORDER CANCELLATION FORM

In the case that you wish to cancel your order (therefore ending the contract between yourself and PULL & BEAR NEDERLAND B.V., acting under the commercial brand name: PULL&BEAR) all you need to do is fill in your data and order information and send to us via one of the following methods:

1. Post: Complete the data required (below) and send to us at the following address;

Pull & Bear Nederland B.V.

Nieuwezijds Voorburgwal 305

1012RM Amsterdam

Holland

1. Or e-mail: Complete the data required (below) and send to [contact@pullandbear.com](mailto:contact@pullandbear.com)

Please provide the following information in order to inform us of your wish to cancel your online order. We apologise but we will not be able to meet your request if you do not send us the information required. (Details marked with \* mandatory),

Your order number\*:

Name and Surname\*:

Address:

Email Address\*:

Contact Telephone Number:

Signature of the client: (Only necessary if you are sending this request via post).

Date: