TERMS AND CONDITIONS FOR DISTANCE SELLING TO CONSUMERS LOCATED IN THE NETHERLANDS

LAST UPDATED NOVEMBER 5TH, 2026

FRED PARIS, « *société anonyme* » with a shared capital of € 15.513.375, registered with the Paris Trade and Companies Register under number 582 088 159, with headquarters located at 29 rue des Pyramides, 75001 Paris VAT number FR67 582 088 159 ("FRED") manufactures and markets, directly and indirectly, items of jewelry and accessories (non-exhaustive list) worldwide, under the FRED brand.

Always seeking better ways to serve its customers, FRED decided to set up – alongside its network of boutiques distributing FRED products – a site for distance selling via the Internet at: https://www.fred.com/en_FR/home/, https://www.fred.com/fr_FR/home/ and https://www.fred.com/it_FR/home/ (the "Site"). The Site showcases a selection of FRED products. Certain products are not available for purchase online; they are clearly identified on the Site.
Detailed descriptions of the FRED products can be obtained when viewing each of them individually, while browsing the Site.

Conditions pertaining to distance selling (whether by means of the www.fred.com e-commerce site or by other means for distance selling such as email or phone) are outlined in the Terms and Conditions for Distance Selling (hereafter the "Terms and Conditions for Distance Selling"). The Site is solely intended for private, non-commercial use by consumers; the same applies to other kinds of distance selling.

NOTE: IF MORE FAVORABLE, PROTECTIVE AND MANDATORY PROVISIONS OF THE LAW OF THE CUSTOMER'S COUNTRY OF RESIDENCE APPLY, THEN THESE PROVISIONS PREVAIL OVER THE TERMS AND CONDITIONS FOR DISTANCE SELLING.

1 - Scope of Application

The current Terms and Conditions for Distance Selling apply to all kinds of distance selling carried out by FRED (sales on the Site and other kinds for distance selling such as by email or telephone via FRED's Customer Relationship Service). They differ from the General Terms and Conditions of Sale in Boutique. Please read them carefully.

You (the "Customer") can buy FRED products sold on the Site, only for deliveries in the following countries : Metropolitan France (including Corsica), Germany, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Spain (with the exception of the Canary Islands, Ceuta, and Melilla), Estonia, Finland, Greece, Hungary, Italy (with the exception of Livigno, Campione d'Italia, Republic of San Marino, and the Vatican), Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (with the exception of the Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Sweden.

If the Customer wishes to make a purchase with delivery in another country, we invite him/her to contact FRED's Customer Relationship Service at contact@fred.fr or +33(0)1 82 28 21 01. This service will put him/her in touch with a FRED sales advisor.

The Customer can access the applicable Terms and Conditions for Distance Selling at any moment by visiting the Site and can save them to his/her computer or print them out.

These Terms and Conditions for Distance Selling may be amended at any time. The amended Terms and Conditions for Distance Selling will take effect on the date of publication on the Site, but will not affect orders placed before that.

By ordering a FRED product from the Site, the Customer acknowledges, by ticking the "I have read and accept FRED's T&Cs" box, that he/she has taken note of the Terms and Conditions for Distance Selling in force on the day of the order – before placing his/her order – and has accepted them without restriction, this acceptance being in no way conditional on a handwritten signature from the Customer.

For other types for distance selling, placing of the order constitutes acceptance of the current Terms and Conditions for Distance Selling.

2 - Merchant Identification

The FRED products sold on the Site or according to the other kinds for distance selling methods described above are sold to the Customer by Fred Paris, a stock corporation ("société anonyme") with a stated capital of €15,513,375 identified under number 582 088 159 RCS Paris. with its head office at 29 rue des Pyramides, 75001 Paris, intra-community VAT no. FR67 582 088 159. Tel.: +33 (0)1 82 28 21 01, email: contact@fred.fr.

3 – Orders

3.1. Procedure for Orders by email or by Telephone

The Customer may be assisted by our advisors for remote purchases on the Site, according to the following procedures:

- By sending an email to the address: contact@fred.fr; or
- by telephone at +33 (0)1 82 28 21 01 (international rate call).

The Customer will specify: the model, the size, the color, the exact reference of the product(s), the quantity and any other mention or precision relevant to the order.

For any order placed by email or telephone call, an electronic confirmation will be sent to the Customer, summarizing the details of the FRED products ordered, the total price (including details of any delivery costs), the maximum delivery time and containing these General Terms and Conditions of Distance Selling as well as the withdrawal form. A payment link valid for 24 hours will also be attached to proceed

with the payment of the order. The order summary sent may be modified or corrected by the Customer. By proceeding to payment via the link attached to the order summary, the Customer confirms his acceptance of the order.

Despite all the care that FRED takes in the presentation of FRED products on the Site and in its catalogues, FRED cannot guarantee that their real appearance corresponds exactly to their appearance on the screen. FRED cannot be held responsible for any minor inaccuracies that may occur with respect to the non-essential characteristics of the FRED products, to the extent permitted by law.

The Customer can obtain further information about the FRED products he/she wishes to order by calling FRED's Customer Relationship Service at the following number: +33 (0)1 82 28 21 01 (international rate call) or by emailing the following address: contact@fred.fr.

3.2 Terms of Order on the Site

The Customer can place orders for FRED products remotely as follows.

In order to place an order on the Site, the Customer must create a customer account. In this way, when placing his/her first order, FRED will request that the Customer fills out a form containing certain compulsory fields, so that FRED can process the Customer's product selection and order. These compulsory fields are marked with an asterisk.

In the event of prolonged inactivity, it is possible that the selection of FRED products picked out and placed in the Customer's basket become unavailable. The Customer will then be invited to restart the process of selecting FRED products from the beginning. Before any order becomes final, the Customer will be given an opportunity to verify the details of his/her order and its total price on a summary page, and to correct any errors (including adding and deleting items) before confirming it. Please be aware that any order carries with it the obligation to pay.

To definitively confirm an order, click on the "PAY" button.
A binding order can only be placed if the Customer agrees to the application of the Terms and Conditions for Distance Selling pursuant to Section 1. For orders placed on the Site, a confirmation email will be sent to the Customer without undue delay, referencing his/her order number and the details of the FRED products ordered and containing the Terms and Conditions for Distance Selling and the withdrawal form. All the steps involved in the placing of an order are detailed on the Site.

In spite of FRED's best efforts regarding the presentation of the FRED products on the Site, FRED cannot guarantee that how they look in reality will exactly match how they look on screen. To the extent permitted by law, FRED will not be held responsible for any minor inaccuracies that may occur with regard to the non-essential characteristics of the products.

The Customer can obtain further information about the FRED products he/she wishes to order by calling FRED's Customer Relationship Service at the following number: +33 (0)1 82 28 21 01 (international rate call) or by emailing the following address: contact@fred.fr.

3.3 Restrictions Applied to all Kinds of Distance Selling

To place an order, the Customer must be of legal age, have legal capacity, own a bank card as listed in Section 5 and be seeking to buy products for delivery in one of the countries referred to in Section 1 regarding the www.fred.com Site or in a country in which FRED accepts deliveries regarding other types for distance selling.

By accepting these General Terms and Conditions of Distance Selling, the Customer declares that they have full legal capacity and are of legal age. As FRED cannot be held responsible for verifying the legal capacity of buyers, any Order placed by a person lacking legal capacity will be the responsibility of the Customer's legal guardians (tutors, parents, etc.), who will be responsible for honoring the price, in particular.

Orders are accepted within the limits of available stock and production capacities. In spite of FRED's best efforts to procure the products, if any or some of the FRED products ordered are no longer available, FRED will inform the Customer by telephone or email as soon as possible.

If the order is cancelled because all of the FRED products are unavailable, the Customer's order will be cancelled in its entirety and FRED will refund the entire amount paid by the Customer (the price of the FRED products and delivery charges, if applicable) by crediting the bank card used by the Customer and within fourteen (14) days of cancelling the order.

In the event of partial cancellation of the order because some of the FRED products ordered are unavailable, and unless the Customer wants to cancel his/her order in its entirety, the Customer will be sent the FRED products that are available within the agreed time frame. The remainder of their order will be cancelled, and FRED will refund the amount paid by the Customer for the FRED products that are unavailable and could not be delivered, crediting the bank card used by the Customer within 14 days of partial cancelation of the order. FRED reserves the right to refuse any order with just cause, e.g., without limitation:

- An ongoing dispute with the Customer;
- Complete or partial non-payment by the Customer for a previous order;
- Credit card has been declined;
- The order presents suspicious characteristics, such as unusual quantities and/or amounts for an end customer, in particular:

- any order of more than 6 products, within a limit of 3 references of identical products over a period of 30 days;
- any order placed by the same person that could be viewed as an illicit "collection" of products.

4 - Pricing on the Site

The prices of FRED products featured on the Site are provided inclusive of all taxes, at the rate applicable on the day of the order. FRED may update the prices shown on the Site at any time and without notice. The revised prices will apply only to new orders, and not to orders that have already been placed.

The prices of the FRED products featured on the Site do not include delivery charges. They are calculated depending on the delivery destination provided by the Customer and are indicated to the Customer before final validation of his/her order.

FRED pays the greatest attention to ensuring the accuracy of the prices shown on the Site.

However, should FRED make an error, it reserves the right not to supply FRED products the prices of which are clearly incorrect. In this instance, FRED will inform the Customer as soon as possible (by telephone or email), cancel the relevant order and refund the price paid by the Customer by crediting the bank card used by the Customer within a maximum period of fourteen (14) days from cancellation of the order.

5 - Payment Terms

If, for any reason whatsoever (opposition, refusal of the issuing center, etc.), the debiting of the sums owed by the Customer turns out to be impossible, the sale shall be immediately terminated, and the purchase process immediately cancelled by FRED.

5.1 Payment Terms on the Site

Payment for purchases on the Site is made by Paypal transfer or credit card only: FRED accepts cards from the CB, Visa, Eurocard/Mastercard and American Express networks issued on bank accounts domiciled in the following countries: Metropolitan France (including Corsica), Germany, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Spain (with the exception of the Canary Islands, Ceuta, and Melilla), Estonia, Finland, Greece, Hungary, Italy (with the exception of Livigno, Campione d'Italia, Republic of San Marino, and the Vatican), Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (with the exception of the Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Sweden.

At the end of the ordering process on the Site, once the Customer has validated his/her order and is obliged to pay, he/she will be redirected to the secure payment gateway of the payment provider, ADYEN (for payment by bank card) or PayPal (for

payment *via* his/her PayPal account). The Customer must enter his/her bank details or PayPal account information and confirm payment. The amount charged at the time of validating the order for the full amount can at no time be considered as a deposit or instalment. Once the order is paid, the Customer will no longer be able to cancel it.

Information connected to an order (identity, postal address, payment method, telephone number) is subject to automated data processing by FRED for the purposes of providing the Customer with its online ordering service. This data is processed according to the terms laid down in Section 12 below.

Bank details are also subject to automated data processing by ADYEN, in order to determine a level of analysis for a given transaction and to combat card fraud. ADYEN and FRED are the recipients of the data connected to the Customer's order.

Purchase receipts will be sent by email to the email address specified by the Customer when placing his/her order.

5.2 Payment Terms for Instalment Payment with Alma

For orders placed on the Site and paid by credit card, FRED offers the Customer the option of paying for his/her purchases by instalment payment via its partner Alma in the following countries: France, Belgium, Netherlands, Italy and Spain.

The terms applicable to the country in which the purchase was made and to each product or service concerned (where applicable) are as follows:

- Netherlands: General information here and privacy policy here
- France: General information here and privacy policy here
- Belgium: General information here and privacy policy here
- Italy: General information here and privacy policy here
- Spain: General information here and privacy policy here

Alma's credit service is offered for the payment of purchases and the execution of payment, provided that the Customer accepts Alma's multiple-instalment or deferred payment agreement.

The eligibility and usage conditions for this service are as follows:

- **Order amount**: Eligible for orders between €500 and €5,000.
- **Number of instalments**: The Customer may pay for his/her order in three (3) or four (4) instalments free of charge.
- **Fees**: By paying in instalments with Alma, the Customer bears no fees.

Payment security is ensured by Alma and its service providers. All transactions made via Alma are protected by the 3D Secure system.

Before validating his/her choice of instalment payment, the Customer will be redirected to Alma's secure interface to accept its general terms of use.

The granting of multiple-instalment or deferred payment by Alma is subject to its acceptance. Any refusal by Alma may result in the order being cancelled, unless the Customer agrees to pay the purchase amount in a single payment. FRED cannot be held responsible in the event of refusal by Alma. In the event of termination of these Terms and Conditions for Distance Selling, the multiple-instalment or deferred payment agreement will be automatically terminated.

In the event of withdrawal from the multiple-instalment or deferred payment solution used for payment, these Terms and Conditions for Distance Selling will be automatically terminated, unless the Customer pays the purchase amount in a single payment via Alma. If the product has already been shipped to the Customer, he/she must return it within the maximum period provided for in these Terms and Conditions for Distance Selling (Section 8).

5.3 Payment Terms for Sales by Telephone or email via FRED's Customer Relationship Service

In terms of sales made by telephone or email via FRED's Customer Relations Service, it is possible to pay by Visa, Mastercard or AmericanExpress credit card, exclusively via a secure link that will be sent by FRED, this payment method being available only for deliveries in mainland France – including Corsica –, Germany, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Spain (with the exception of the Canary Islands, Ceuta, and Melilla), Estonia, Finland, Greece, Hungary, Italy (with the exception of Livigno, Campione d'Italia, Republic of San Marino and the Vatican), Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (with the exception of the Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Sweden, and is only available to existing Customers.

The Customer will receive a secure "Pay by Link" link that will redirect him/her to the secure payment gateway of the payment provider, ADYEN. The Customer must enter his/her credit card information and confirm payment. The amount charged at the time of validating the order for the full amount can at no time be considered as a deposit or instalment.

Information connected to an order (identity, postal address, payment method, telephone number) is subject to automated data processing by FRED for the purposes of providing the Customer with its online ordering service. This data is processed according to the terms laid down in Section 12 below.

Bank details are also subject to automated data processing by ADYEN, in order to determine a level of analysis for a given transaction and to combat card fraud. Adyen and FRED are the recipients of these data related to the Customer's order.

Purchase receipts will be sent by email to the email address specified by the Customer when placing his/her order.

6 – Delivery

FRED products will be delivered to the address specified by the Customer when placing the order. Except in exceptional circumstances or when one or more FRED product(s) is/are unavailable, FRED products ordered together will be delivered at the same time.

Regarding products purchased on the Site, FRED delivers FRED products only to the following countries: mainland France and Corsica, Germany, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Spain (with the exception of the Canary Islands, Ceuta, and Melilla), Estonia, Finland, Greece, Hungary, Italy (with the exception of Livigno, Campione d'Italia, Republic of San Marino, and the Vatican), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (with the exception of the Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Sweden.

Delivery will be made to the address specified in the order, provided that the order amount has been duly settled.

It is possible to have FRED products delivered to an individual of the Customer's choice.

Deliveries cannot be made to hotels, PO boxes or an unfixed address or abode (such as, but not limited to, mobile homes, caravans, camp sites and other unfixed addresses) or to a shared space where an individual address cannot be clearly and enduringly attributed to an individual or legal entity.

The choice of carrier will be at FRED's sole discretion.

The order will be sent by express delivery within the period specified on the Site or by FRED sales advisor in the event of sale by email or telephone. The delivery time begins as soon as the email order confirmation is sent. Every parcel contains a delivery note.

If the delivery is not made within the period specified to the Customer at the time of the order, the Customer can order FRED to make the delivery within a reasonable additional period, then request that the sale be cancelled (preferably by registered letter with acknowledgement of receipt, or in writing in another durable medium) if FRED fails to do so within this extended deadline. This contract will be deemed as terminated when FRED receives the letter or other written notice of this cancellation, unless FRED performed said delivery in the meantime. FRED will then have to refund the Customer the entire sum paid, no later than fourteen (14) days following the date on which the contract was terminated.

The Customer is reminded that, in accordance with applicable law, the risks of loss or damage to the products are transferred from the moment the Customer takes physical possession, either personally or through a third party designated by the Customer of the product ordered, i.e., upon delivery. Therefore, without prejudice to the Customer's rights, in particular the right of withdrawal and the statutory warranties as set forth in Section 8 respectively Section 9 below, the Customer must verify the parcel and its contents on arrival and communicate any reservations and complaints that seem justified to the carrier, and even refuse the parcel if it is likely to have been opened or shows obvious signs of damage. In the event of missing or damaged products and/or parcel, SPECIFIC AND SUBSTANTIATED RESERVATIONS must be detailed on the delivery note: the number of parcels and/or products missing and/or damaged and a detailed description of any damage (open or torn packaging, spoiled or missing product, etc.).

We recommend that vague reservations, such as "*subject to unpacking*" or "*subject to inspection*" are avoided. In the absence of any specific reservations, FRED will assume that the Customer has received a delivery consistent with his/her order and in good condition, but this does not preclude the subsequent application, if applicable, of the Customer's rights including under Section 8 and Section 9 below.

Delivery charges, if any, are indicated on the Site for online sales and confirmed to the Customer before he/she places his/her order.

7 - Transfer of Ownership - Transfer of Risk

The transfer of ownership of the FRED products to the Customer only occurs after full payment.

The transfer of risk, however, as set forth in Section 6, occurs upon delivery (i.e., when the FRED products are handed over to the Customer or to the third party appointed by him/her at the delivery address given to FRED).

8 – Right of Withdrawal

Nothing in these Terms and Conditions for Distance Selling shall affect the right of the Customer to withdraw from his/her order without giving any reason and without prejudice to his/her other legal rights, within fourteen (14) days from the date of delivery of the FRED products to the Customer or to the third party appointed by the Customer (with the exclusion of the carrier) in accordance with the right of withdrawal.

If the Customer ordered several FRED products in one single order and the relevant FRED products are delivered separately, the withdrawal period shall begin on the date of delivery of the last FRED product to the Customer or the third party appointed by the Customer (with the exclusion of the carrier).

8.1. If the Customer wants to withdraw, he/she can inform FRED before the expiry of the withdrawal period by visiting the Site (only in case of purchase on the Site) and going to the "MY ACCOUNT" section, then "MY ORDERS ", and by following the procedure below:

- STEP 1: the Customer must log in to his/her account ;

- STEP 2:
  - If the order has not yet been shipped, the link **"TO CANCEL YOUR ORDER, CONTACT US HERE"** will be displayed. By clicking on this link, the Customer will be redirected to Customer Relationship Service in order to submit his/her cancellation request.
  - If the Order is being shipped or is in the process of delivery, the link **"RETURN MY ORDER"** will be displayed. However, this link only allows the return request to be initiated once the order has been delivered. Prior to such delivery, no return request may be validly registered. Once the order has been delivered, the Customer may, by clicking on the **"RETURN MY ORDER"** link, access an interface enabling them to select the product(s) concerned by the return request. The Customer may also, if he/her so wish, indicate a reason for withdrawal. As no justification is required in order to exercise the right of withdrawal, the Customer may select the following reason: "*I changed my mind*".

If the Customer notifies FRED of his/her decision to withdraw before having received the parcel, FRED will cancel the order and the parcel will not be shipped. However, if it is not technically possible for FRED to stop the shipment of the products once the order has been confirmed, the order will then be shipped to the Customer, and the Customer undertakes, to return the relevant products within a maximum period of fourteen (14) days from the date on which FRED was informed thereof.

The Customer can also send his/her decision to withdraw to FRED by means of a clearly worded statement before the expiration of the withdrawal period:

(a) by post to the following address:
FRED Service Relations Clientèle
29, rue des Pyramides
75001 Paris
Tel.: +33 (0) 1 82 28 21 01

(b) by email to the following address: contact@fred.fr

The Customer can also fill out and return the withdrawal form in the same way, available in the Appendix to these Terms and Conditions for Distance Selling, and also attached to the email confirmation for his/her order.

In order to avoid delays, we recommend that any declaration of withdrawal contain the relevant order number, as well as the reference of the product being returned.

The Customer will receive an acknowledgement of receipt for his/her declaration of withdrawal via email and without delay.

8.2. In order to comply with the withdrawal period, the Customer must simply communicate his/her declaration of withdrawal before the withdrawal period expires.

8.3. The Customer is the only one who can exercise this right of withdrawal. This right cannot therefore be exercised by the recipient of the order.

If the Customer exercises his/her right of withdrawal, he/she must return the FRED product(s) in its/their original packaging, complete (accessories, handbook, tag, security seal affixed to the product intact etc.). Notwithstanding the foregoing, for any return of a cable following the purchase of a complete bracelet, i.e. a buckle with a cable, the Customer may keep the jewelry box and return the cable only in the packaging provided for this purpose.

For distance sales made on the Site www.fred.com, by telephone or email, the FRED product(s) to be returned must be shipped to the following address:
FRED Logistique WEB
51, rue d'Aboukir
75002 PARIS

In the event of exercising the right of withdrawal, the return costs may be covered by FRED only for deliveries made in the following countries: mainland France and Corsica, Germany, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Spain (with the exception of the Canary Islands, Ceuta, and Melilla), Estonia, Finland, Greece, Hungary, Italy (with the exception of Livigno, Campione d'Italia, Republic of San Marino, and the Vatican), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (with the exception of the Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Sweden.

To benefit from this free return, the Customer will have to make a return request via his/her account on the Site for online sales in order to receive his/her prepaid carrier slip by email.

Returned FRED products will be transported at the expense and risk of the Customer in all other cases.

FRED recommends that the Customer take all necessary precautions to ensure that the FRED products are correctly packaged and do not become damaged in transport.

FRED products manufactured according to the Customer's specifications and particular requests or clearly personalized cannot be subject to withdrawal by the Customer.

Ownership of returned FRED products will only be transferred to FRED when the FRED products arrive at FRED's destination for returns and FRED has inspected them. FRED products being returned must therefore be in mint condition, may only have been worn, tried or used to enable the Customer to establish their nature, characteristics, features or correct functioning and must not have been deteriorated or damaged in order to receive a full refund. FRED products that have been damaged, tarnished, scratched or bear any other damage resulting from handling other than that required to ascertain the nature, characteristics, features and correct functioning of FRED products will not be refunded in full.

Subject to the above, and unless the Customer expressly agrees to another means of refund, the refund for the returned FRED product, including the initial delivery charges paid, if so, by the Customer, will be made using the original payment method without undue delay and in any event within fourteen (14) days from the date when FRED was informed of the decision to withdraw. FRED can delay refund until effective return of the relevant FRED product, or the date on which the Customer's proof of postage for the FRED product is provided, whichever is earlier.

In the event of a partial return of FRED products, only the price of the FRED products returned will be refunded by FRED and not the delivery charges, insofar as the Customer benefited from the delivery service for the retained items and the delivery charges do not vary depending on the volume ordered.

FRED products that are returned damaged, those from which the security seal has been removed, or those that have been deteriorated by the Customer, or returned without complying with the above provisions will not be refunded in full.

8.4. In addition to this statutory right of withdrawal, and without prejudice to the exercise thereof, FRED offers the Customer a commercial warranty extending the Dutch statutory right of withdrawal by a period of sixteen (16) days from the expiration of the statutory right of withdrawal. Thus, the Customer can withdraw from his/her order without giving any reason, within thirty (30) days in total from the date of delivery of the FRED products to the Customer or to the third party appointed by the Customer (with the exclusion of the carrier). Please read Section 10 of these Terms and Conditions for Distance Selling for further information on this commercial warranty.
IMPORTANT - equivalent provisions under the local law of the country of residence of the Customer which are mandatory and more favorable to the Customer than the Dutch statutory provisions above will apply to the benefit of the Customer and FRED shall take account of these when addressing any right of withdrawal issues raised. The rights granted to the Customer pursuant to this clause shall be without prejudice to all other legal rights (actions) and legal remedies that he may exercise pursuant to the local law of the country of residence of the Customer which are mandatory.

9 – Statutory Warranty of Conformity and Statutory Warranty Against Latent Defects

FRED products offered for sale in our FRED stores and on the Site comply with the regulations currently in force in The Netherlands and their performance is consistent with non-professional use.

FRED products offered for sale in our FRED stores and on the Site benefit as of right and without additional payment, in accordance with statutory provisions, from:

- the statutory warranty of conformity under the conditions set out in Articles 7:17 et seq. of the Dutch Civil Code.

The statutory obligation of conformity gives the consumer the right to repair or replace the products within thirty days of his/her request, at no cost and without major inconvenience to him/her.

The consumer may obtain a reduction in the purchase price by keeping the products or terminate the agreement by obtaining a full refund against return of the product, if:

1° The professional refuses to repair or replace the products;

2° The repair or replacement of the products takes place after a period of thirty days;

3° The repair or replacement of the products causes a major inconvenience to the consumer, in particular when the consumer definitively bears the cost of taking back or removing the non-conforming products, or if he/she bears the cost of installing the repaired or replaced products;

4° The non-conformity of the products persists despite the seller's unsuccessful attempt to bring them into conformity.

The consumer is also entitled to a reduction in the price of the products or to rescission of the agreement where the lack of conformity is so serious as to justify immediate reduction in price or rescission of the agreement. The consumer is then not required to first request repair or replacement of the products.

The consumer does not have the right to rescind the sale if the lack of conformity is minor.
Any period of immobilization of the products for repair or replacement suspends the warranty that remained until the delivery or the repaired products.

The rights mentioned above result from the application of Articles 7:17 et seq of the Dutch Civil Code;

IMPORTANT - equivalent provisions under the local law of the country of residence of the Customer which are mandatory and more favorable to the Customer than the Dutch statutory provisions above will apply to the benefit of the Customer and FRED shall take account of these when addressing any warranty issues raised. The rights granted to the Customer pursuant to this clause shall be without prejudice to all other

legal rights (actions) and legal remedies that he may exercise pursuant to the local law of the country of residence of the Customer which are mandatory.

For information on exercising his/her statutory rights under the statutory warranty of conformity or the statutory warranty against latent defects, the Customer can contact FRED at this address:
FRED Service Relations Clientèle
29 rue des Pyramides
75001 Paris
Tel.: +33 (0)1 82 28 21 01

In the case of delivery, postage will be refunded based on the price charged and the return costs will be refunded on presentation of the supporting documents.

The refund will be made using Customer's original means of payment.

Any damage to the product resulting from accidents or excessive or improper use of FRED products (like knocks, drops and being crushed), normal wear and tear and ageing of FRED products and any change or damage to the FRED product resulting from any interference, repair work or dismantling via an unauthorised channel and not from a lack of conformity of the products will be excluded from the warranty.

10 - Commercial Warranty

10.1. General

In addition to the statutory warranties described above, FRED offers two commercial warranties described in this Section, and within the contract of commercial warranty available here: https://www.fred.com/en_FR/garanties/.

1- A commercial warranty extending the Dutch statutory period of withdrawal, only for distance agreements;
2- An international commercial warranty enabling them to benefit from warranty services in all countries.

For information on exercising these commercial warranties , please contact:

FRED Service Relations Clientèle
29, rue des Pyramides
75001 Paris
Tel.: +33 (0) 1 82 28 21 01

These commercial warranties are provided in addition to, and does not exclude, restrict, limit or otherwise affect any statutory warranty rights the Customer has vis-à-vis FRED under Dutch law or the Customer's country of residence as described above, in particular the Customer's rights regarding the statutory obligations of conformity

set forth by Articles 7:17 et seq of the Dutch Civil Code, as set forth in Section 9 of these Terms and Conditions for Distance Selling.

10.2. Commercial Warranty – Extended Period of Withdrawal

As a consumer, the Customer has a statutory right of withdrawal of fourteen (14) days, under the conditions described in Articles 6:230((o) et seq of the Dutch Civil Code, for contracts concluded at a distance.

As part of this commercial warranty of extension of the right of withdrawal, FRED offers an extension of sixteen (16) additional days to withdraw, from the expiration of the Customer's statutory right of withdrawal, for contracts concluded remotely.

With this commercial warranty for distant sales, which is in addition to the right of withdrawal provided for in Articles 6:230((o) et seq of the Dutch Civil Code, the Customer therefore has a total of thirty (30) days from the date of delivery of the FRED products to the Customer or to the third party appointed by the Customer (with the exclusion of the carrier), to withdraw.

In order to avoid any ambiguity, the Customer is informed that this commercial warranty does not deprive him/her of the possibility to exercise his/her right of withdrawal, as described within Articles 6:230((o) et seq of the Dutch Civil Code.

This commercial warranty of extension of the withdrawal right applies subject to more favorable, protective, and mandatory provisions of the law of the country of residence, in which case the Customer will still benefit from a total of thirty (30) days from the date of delivery of the FRED products to the Customer or to the third party appointed by the Customer (with the exclusion of the carrier), to withdraw from the sales agreement under the conditions described hereunder.

This commercial warranty is subject to the same process as described under sections 8.1 and 8.3 of the Terms and Conditions for Distance Selling.

In order to comply with the withdrawal period under this commercial warranty, the Customer must simply communicate his/her declaration of withdrawal before the extended withdrawal period expires (thirty (30) days).

The Customer is the only one who can exercise this commercial warranty. This commercial warranty cannot therefore be exercised by the recipient of the order if he/she is not the Customer.

The product must be accompanied with the proof of purchase (note, invoice, payment confirmation).

Exclusions from the commercial warranty of extended period of withdrawal:

Customer may not benefit from the commercial warranty extending the period of withdrawal if:

- the product has been made based on Customer's specifications or clearly personalized;
- the product was unsealed by the Customer after delivery and cannot be returned for reasons of hygiene or health protection;
- the product after delivery and by its nature has been inseparably mixed with other items.

10.3. Commercial Warranty – International Repair or Replacement

This warranty benefits Customers who have purchased a FRED jewel or watch from FRED or from an authorized FRED retailer, wherever located in the world.

For information on exercising this FRED international commercial warranty, please contact:
FRED Service Relations Clientèle
29 rue des Pyramides
75001 Paris
Tel. : +33 (0)1 82 28 21 01
Email : contact@fred.fr.

Documents to be submitted in order to benefit from the FRED international commercial warranty

To benefit from the FRED international commercial warranty, the Customer must return his jewel or his/her watch to any FRED store or authorized FRED retailer. The Customer must also accompany the delivery of his/her jewel or of his/her watch with the certificate of authenticity duly completed, dated and signed at the time of purchase (with mention of the serial number of the product, except for cables) and the proof of purchase.

Customers who have purchased their jewel or their watch in a country but reside in another country must return their jewel or watch to the FRED store or authorized FRED retailer where it was purchased unless the repair or replacement can be done locally in their country of residence and the Customer can prove to the FRED shop or authorized FRED retailer in his/her country of residence that the importation into the country of residence has been done in due and proper form.

Shipping costs are at the Customer's expense and include shipping, insurance and packaging.

Duration

FRED offers to its Customers international commercial warranties for jewelries and watches purchased anywhere in the world in a FRED store or with an authorized FRED retailer against any lack of conformity for a period of two (2) years from the date of

purchase. During this period, the Customer can request the repair, or if it is impossible, the replacement of his/her jewelry or his/her watch in case of lack of conformity.

At the end of the two-year period, any repair or replacement will be charged.

It is specified that for a quartz watch, the battery is only covered for the first year following the purchase, and the service covered by the warranty includes in this case: diagnosis of the movement, control of the movement, cleaning of the case and bracelet, replacement of the battery, control of the seals (and their replacement if necessary) and leakage control.

Beyond the first year, the replacement of the battery in a FRED store or an authorized retailer is charged to the Customer.

This international commercial warranty does not deprive the Customer who is a Dutch consumer of his/her right to benefit from the obligations of conformity under Articles 7:17 et seq of the Dutch Civil Code in case of purchase of the jewelry or watch in a FRED's store in the Netherlands or from an authorized FRED retailer in the Netherlands.

Services covered by the international commercial warranty

After checking the condition of the FRED jewel or watch returned by the Customer in a FRED store or to an authorized FRED retailer, and upon confirmation of the applicability of this warranty, FRED shall carry out the repair, or, if the repair is not possible, the replacement of the jewel or watch, free of charge within a reasonable time after the jewel or watch is returned.

Once the jewel or watch has been repaired or replaced, the Customer is informed that his/her jewel or watch is made available to him/her in the store where it was deposited.

In the event of repair:

- For jewels: the repaired product will be under warranty for one year (or for the remaining period of the two-year warranty, if this period is longer);
- For watches: the repair will be under warranty for one year.

In the event of replacement of the product by a new one, the new product will benefit from the two-year FRED international commercial warranty as from the date of the Customer's receipt of the replacement product.

Exclusion from the international commercial warranty

The international commercial warranty does not apply in the following cases:

- normal wear and tear or ageing of the FRED jewel or watch (including alteration of the colour of a cable);
- abnormal use of the FRED jewel or watch (examples: impacts, crushing, falls, etc.);

- failure to comply with the instructions for use and care of the FRED jewel or watch and any negligence or failure to properly maintain, supervise, transport or store the FRED jewel or watch;
- FRED jewel or watch that has been lost, stolen, or subjected to any other event beyond the control of FRED such as a fire;
- FRED jewel or watch that has undergone any transformation or intervention, repair or disassembly by an unauthorized third party (i.e., other than in a FRED store or by a repair shop approved by FRED);
- FRED jewel or watch whose serial number engraved on the product is illegible, altered or deleted (excluding cables).

11 – Complaints – Enquiries

For any information, complaint or question regarding the Terms and Conditions for Distance Selling or the FRED products themselves, the Customer can contact the Customer Relations Service at the following address, providing his/her order number where necessary:

FRED Service Relations Clientèle WEB
29, rue des Pyramides
75001 Paris
Tel.: +33 (0)1 82 28 21 01
Email: contact@fred.fr.

12– Protection of Personal Data

To find out more about FRED's practices with regards to personal data protection, you can consult FRED's privacy policy available at https://www.fred.com/en_FR/personal-data-policy/.

In the event FRED collects the Customer's telephone number, the Customer has the right to register on the telephone solicitation opposition/ preference list (via the website http://www.bloctel.gouv.fr/ or local equivalent).

13 – Force Majeure

In the event of force majeure, as defined in Article 6:75 of the Dutch Civil Code, which temporarily prevents FRED from performing its contractual duties, FRED's obligations will be suspended, and no liability will be incurred as a result. FRED will inform the Customer of any force majeure event within seven (7) days of its occurrence. In the event that this interruption continues beyond fifteen (15) days, the Customer will have the option of cancelling his/her order and obtaining a refund under the conditions set forth in Section 8 above.

14 – Archiving and Proof of Contract

The Customer accepts that communication between the parties is made by email. The storing on FRED's computer systems of the order, confirmation of order acceptance and any communication between the parties will be regarded as proof of the sales contract.
The electronic records stored on FRED's computer systems and those of its partners will be regarded as evidence of the communications, orders and payments between the parties.

All orders over 120 euros are stored by FRED for a period of 10 years as from the last delivery.

The Customer can access the details of their past orders by sending an email to Customer Relationship Service at the following address: contact@fred.fr.

15 – Intellectual Property

Intellectual property rights pertaining to FRED products sold on the Site are and remain the exclusive property of FRED. It reserves full rights to exploit its intellectual property. Under these conditions, no-one is authorised to reproduce, exploit, publish or make use of the intellectual property rights for any reason, even partially, without prior written agreement from FRED. FRED's brands and logos are registered trademarks. Any unauthorised reproduction therefore constitutes an infringement.

16 – Entire Contract

The Terms and Conditions for Distance Selling, the order summary sent to the Customer and the order confirmation email form a contractual whole and constitute the entirety of the contractual relationship between the parties. They constitute the only contractual documents enforceable against the parties, to the exclusion of any other document.

17 – Non-Waiver

The fact that one of the parties does not enforce its rights against the other party's breach of any of its obligations under these Terms and Conditions for Distance Selling cannot be construed as a waiver of this party's rights.

18 – Divisibility

If one or more stipulations of these General Terms and Conditions of Distance Selling are struck down or deemed unwritten pursuant to a law, regulation or following a final decision by a competent court, the other stipulations shall remain in full force and effect.

19 - Applicable Law - Disputes

These Terms and Conditions for Distance Selling are governed by and subject to the laws of the Netherlands without prejudice to any mandatory provisions under the local law of the country of residence of the Customer.

In the context of a dispute arising from an order for FRED products, the Customer should contact the Customer Relationship Service (see details in Section 10 above), failing which the Customer may use any alternative method of dispute resolution they wish, including, regarding Customers residing in the European Union, mediation by contacting (within one year as from the written claim to the Customer Relationship Service) the following mediator CMAP - 39, avenue Franklin D. Roosevelt, 75008 Paris, France www.cmap.fr which will attempt, independently and impartially, to achieve an amicable resolution of the dispute. The Customer is free to accept or to refuse the use of mediation and in the event the parties decide to have recourse to mediation, each party is free to accept or to refuse the solution put forward by the mediator. The Customer may submit his/her request to the mediator no more than one year after his/her written complaint to Customer Relationship Service unless agreed otherwise by the parties.

In the absence of an amicable solution or recourse to mediation, all disputes under the Terms and Conditions for Distance Selling will be brought before the courts having jurisdiction in accordance with procedural rules which is likely to include the country of residence of the Customer.

APPENDIX

WITHDRAWAL FORM

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

To the attention of:
FRED Service Relations Clientèle
29, rue des Pyramides
75001 Paris
Tel.: +33 (0) 1 82 28 21 01
Email: contact@fred.fr.

I/We (*) hereby notify you/us (*) of my/our (*) withdrawal from the contract for the sale of the products (*) below:

Ordered on (*)/received on (*):
Name of consumer(s):
Address of consumer(s):
Signature of consumer(s) (only if notifying this form on paper):

Date:

(*) Delete as appropriate.