

GENERAL TERMS AND CONDITIONS APPLICABLE TO THE MAISON JEAN-VIER LOYALTY PROGRAMME

PLEASE READ THESE TERMS CAREFULLY. BY JOINING THE MAISON JEAN-VIER LOYALTY PROGRAMME, YOU ACKNOWLEDGE THAT YOU HAVE READ AND ACCEPTED ALL THE PROVISIONS INCLUDED IN THIS DOCUMENT AND ALL THE TERMS TO WHICH IT REFERS. IF YOU DO NOT ACCEPT ALL OF THESE TERMS, YOU MAY NOT JOIN THE MAISON JEAN-VIER LOYALTY PROGRAMME.

When you create a user account, you will automatically be registered on the MAISON JEAN-VIER loyalty programme and its mailing list. By creating an account and therefore registering for the loyalty programme, you are agreeing (subject to consent from your parent or legal guardian, if you are under 16 years of age) to participate in the Maison Jean-Vier loyalty programme and receive commercial information from the Company.

The loyalty programme is valid online on the website www.jean-vier.com and in participating Jean-Vier stores that belong to the Company.

A. Acceptance of Loyalty Programme Membership Conditions

To join the loyalty programme, minors under the age of 16 must have consent from their parent or legal guardian. Employees, managers, directors, agents and representatives of the Company Jean-Vier are not permitted to join the Maison Jean-Vier loyalty programme.

You must read and accept the terms and conditions of membership of the Maison Jean-Vier loyalty programme ('Loyalty Programme Membership Conditions') indicated below.

Within the limits authorised by applicable legislation, the Company may, at its sole discretion, review, restrict or modify the rules, regulations, benefits, eligibility conditions and other characteristics of the loyalty programme, or suspend or stop the loyalty programme altogether at any time and without prior notice. In this case, the Points you have acquired (as defined in paragraph 9.B) may be cancelled or expire.

Moreover, the Company reserves the right to cancel your account and/or your participation in the loyalty programme if it has reason to believe that you have breached these Loyalty Programme Membership Conditions, that you have more than one (1) account, or that the use of your account or content or elements belonging to the Company is harmful, unauthorised, dishonest, fraudulent or illegal.

B. Purpose of the Maison Jean-Vier loyalty programme

As a member of the loyalty programme, you can accumulate points by buying Jean-Vier products on the www.jean-vier.com website and in participating stores. The Points acquired in this way enable you to reach different levels of loyalty, which unlock access to certain benefits ('Benefits') established by the Company at its sole discretion.

C. Registering for the loyalty programme

To join the Maison Jean-Vier loyalty programme, simply request to do so in one of our participating stores or create an account on the website www.jean-vier.com. Creating an account associated with a valid email address is mandatory for participating in the loyalty programme. You will receive regular emails from us. You may unsubscribe from marketing and/or commercial messages at any time, which include: a welcome message, account statements, messages indicating you have vouchers available and other information that aims to facilitate management of your user account. If you unsubscribe from marketing messages, you will not be informed of all the Benefits that would be indicated to you if you accepted these messages (e.g. special birthday offer and other promotions). You will still have access to your loyalty programme member status, accumulated points and vouchers by logging in to your account or asking for your balance in store.

You assume full responsibility for the accuracy of the information you pass on to us and are solely liable for any incorrect, incomplete or out-of-date information. The Company reserves the right to request proof of identity from anyone who is already or wishes to become a member of the loyalty programme, especially in the case of identical names.

You may register for the loyalty programme only once (one membership per name and email address). Should there be a dispute regarding the ownership of your user account, the registration will be considered to have been carried out by the authorised holder of the email address indicated during the registration process. For the purposes of these Loyalty Programme Membership Conditions, the 'Authorised Account Holder' is the natural person to whom the indicated email address is attributed by an online service provider or any other organisation (e.g. a company, educational institution, etc.) responsible for issuing email addresses for the domain associated with the indicated email address. Membership of the Maison Jean-Vier loyalty programme, Points and Benefits are personal, non-transferable and only for personal, non-professional use by the member concerned. Membership, Points and Benefits cannot be transferred.

D. Loyalty levels

There are three loyalty levels: Bronze, Silver and Gold.

You may accumulate Points over the 12 months starting from registration on the loyalty programme or from the date on which you moved up to a higher loyalty level. Depending on the number of Points you acquire in these 12 months, you will be eligible for one of the three loyalty levels of the Maison Jean-Vier loyalty programme, each of which corresponds to different Benefits.

Bronze: when you create a user account on the Website or in a participating store, you are assigned Bronze status.

Silver: If you accumulate between 500 and 999 Points in the applicable 12-month period, you are eligible for Silver status.

Gold: If you accumulate at least 1000 Points in the applicable 12-month period, you are eligible for Gold status.

Your level will stay the same for 12 months starting from the date on which you reached that level. To stay eligible for the same loyalty level at the end of this 12-month period, you must have acquired at least 1 Point during the period.

If within 12 months of Silver or Gold status you have not accumulated any more points, you will no longer be eligible for that status. You will then be moved down to a lower level, under the following terms:

If within 12 months of Silver status you have not accumulated any more points, you will be moved back down to Bronze status.

If within 12 months of Gold status you have not accumulated any more points, you will be moved back down to Silver status.

If within 36 months of Bronze status you have not accumulated any points, you will be removed from the loyalty programme.

When you become eligible for a higher level (Silver or Gold), you keep the Benefits from lower levels, to which the Benefits associated with the new, higher level reached are added. You will not be eligible for the Benefits linked to a higher level than yours. For example, if you are a Silver member, you can enjoy Bronze Benefits as well as Silver benefits, but you will not have access to Gold Benefits.

E. Benefits

Membership Benefits are as follows:

Welcome loyalty cheque: When you register and make your first purchase, you will receive a €10 voucher to use on your next purchase over €80. Loyalty cheques: Loyalty cheques are worth €15 each and are awarded every 300 points.

For every 300 points accumulated, you will receive a loyalty cheque for €15.

When you have accumulated 300 points, you will receive a €15 loyalty cheque to use on your next purchase, with no minimum spend.

At 600 points, 900 points, 1200 points, 1500 points, and so on, you will also receive a €15 loyalty cheque to use on your next purchase, with no minimum spend.

Each voucher will be valid for twelve (12) months starting from its issue date or any other date indicated on the voucher.

Vouchers may only be used to buy Maison Jean-Vier products on the Website www.jean-vier.com or in participating Jean-Vier stores. Each voucher may only be used once. Vouchers have no monetary or trade value and are non-transferable.

Depending on your loyalty level and your email communication preferences, you may receive extra Benefits established by the Company. The Company reserves the right to replace Benefits at its sole discretion. Unless otherwise indicated by the Company, Benefits may not be used in combination with other offers.

Benefits cannot be used retroactively on purchases already made. The Company will not be held liable for the loss or theft of Benefits.

If you unsubscribe from certain types of emails, you may not receive certain Benefits sent via this medium.

Exchange: Exchange without receipt in store: for unwashed, unused items in their original packaging within 30 days of purchase.

Birthday: On the week of your birthday, if you have told us your date of birth, you will receive a discount of 10% for Bronze status, 15% for Silver status or 20% for Gold status.

Private sales and members' sales: Early access to our private and members' sales.

Delivery: Depending on your loyalty level, you will have access to delivery benefits (not applicable to furniture). Silver members will enjoy free standard delivery and Gold members will enjoy free standard and express delivery.

F. Points

Points have no monetary value in the real economy. Except in the event of a special offer (e.g. double points), you will earn one Point for every euro [€1] you spend on the Website www.jean-vier.com or in a participating Jean-Vier store. Depending on the amount, the purchase may earn a fraction of a Point; in this case, it will be rounded up to the nearest euro. When you make a purchase on the website www.jean-vier.com, you must log in to your customer account to earn Points. We (or authorised third parties) may sometimes offer various 'Promotional Points' promotions. Promotional Points, like 'bonus' Points, will be awarded according to the system described in the promotion in question, and will be subject to any potential extra terms and conditions defined in the promotion.

No Points will be awarded for purchases made as a guest on the Website www.jean-vier.com. Purchases made before registration on the loyalty programme will not be eligible for Points.

The Company reserves the right, at its sole discretion, to establish and set the value of Points. In the event of a dispute over the number of Points accumulated by a certain member, the Company will be the only party qualified to determine the exact number of points accumulated by this member. Decisions made by the Company regarding Points cannot be appealed.

G. Updating your account

To participate in the loyalty programme, you must provide a valid email address. Your user password is strictly confidential. Anyone who knows your email address and password can log in to your account. You must inform us of any theft or loss of your password or of any unauthorised use of your email address and password as soon as it comes to your attention. **IT IS YOUR RESPONSIBILITY TO FULFIL THESE OBLIGATIONS.**

If a data security violation may seriously breach your rights and freedoms, we will notify you as soon as possible, or we will notify the competent data protection authority, if the law so requires. It is your responsibility to keep your information up to date and to notify the Company of any changes by modifying your information in your user account. You are solely responsible for any out-of-date, incomplete or inaccurate information. Under no circumstances will the Company be held responsible if you do not receive Points or a Benefit due to out-of-date, incomplete or inaccurate information.

To close your user account, simply request to do so in one of our participating stores or fill in the form available on the Website www.jean-vier.com and send it to our customer service department.

H. Fraudulent use of the Maison Jean-Vier loyalty programme

Any fraud, attempted fraud or theft on the Website www.jean-vier.com or in a participating store, any abusive or inappropriate use of the loyalty programme, any abnormally high number of transactions made over one or several days, any payment incident or, more generally, any breach made by you of these Loyalty Programme Membership Conditions will lead to the suspension or cancellation of your Maison Jean-Vier loyalty programme membership. In the event of fraudulent use of the loyalty programme or a breach of these Loyalty Programme Membership Conditions, the Company reserves the right to suspend or deactivate your account or Maison Jean-Vier loyalty programme membership and/or cancel your Benefits without any compensation. Moreover, Points acquired as part of a breach of these Loyalty Programme Membership Conditions or through abusive or fraudulent use of the programme will be cancelled without any compensation.

I. Modification, breakdown or interruption to the Maison Jean-Vier loyalty programme

The Company reserves the right to modify these Loyalty Programme Membership Conditions at any time without prior notice. The Company also reserves the right to modify the Benefits offered and to modify or suspend the loyalty programme itself. Under no circumstances will the Company accept liability for any indirect damage caused by the breakdown, modification or abandonment of the loyalty programme.

WITHIN THE LIMITS IMPOSED BY THE LAW, BY PARTICIPATING IN THE LOYALTY PROGRAMME, YOU ACKNOWLEDGE THAT THE LOYALTY PROGRAMME, ITS BENEFITS AND THE WEBSITE ARE PROVIDED AS-IS AND SUBJECT TO AVAILABILITY, WITH NO EXPRESS, IMPLICIT, REGULATORY OR OTHER GUARANTEE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WITHOUT LIMITING THE ABOVE, THE COMPANY DOES NOT GUARANTEE: (A) THAT THE PARTICIPATING WEBSITE, THE LOYALTY PROGRAMME OR ITS BENEFITS WILL MEET YOUR REQUIREMENTS, PROVIDED THAT THE COMPANY HAS RESPECTED THESE TERMS OF USE; (B) THAT ACCESS TO THE PARTICIPATING WEBSITE OR THE LOYALTY PROGRAMME WILL BE UNINTERRUPTED, FAST, SECURE OR FREE OF ERRORS; (C) THAT THE QUALITY OF THE PARTICIPATING WEBSITE, THE LOYALTY PROGRAMME AND ITS ADVANTAGES WILL MEET YOUR EXPECTATIONS, PROVIDED THAT THE COMPANY HAS RESPECTED THESE TERMS OF USE; OR (D) THAT ANY ERRORS OR FAULTS PRESENT ON THE PARTICIPATING WEBSITE OR CONCERNING THE LOYALTY PROGRAMME OR ITS ADVANTAGES WILL BE CORRECTED.

PARTICIPATION IN THE LOYALTY PROGRAMME IS OPTIONAL AND AT YOUR OWN RISK. YOU ACCEPT THAT YOU ARE SOLELY LIABLE FOR ANY DAMAGE CAUSED TO YOUR COMPUTER, ELECTRICAL SYSTEM, WIRELESS ROUTER OR COMMUNICATION DEVICE, OR LOSS OF DATA, OR ANY OTHER DAMAGE THAT MAY RESULT FROM YOUR USE OF THE NETWORK. THE COMPANY WILL ACCEPT NO LIABILITY SHOULD A COMPUTER VIRUS OR SIMILAR SOFTWARE CODE BE DOWNLOADED ONTO YOUR COMPUTER FROM THE NETWORK. THE COMPANY WILL ACCEPT NO LIABILITY IN THE EVENT OF A LOSS RESULTING FROM A THIRD PARTY'S USE OF YOUR PASSWORD OR ACCOUNT, WITH OR WITHOUT YOUR KNOWLEDGE.