

LORO PIANA

TERMS AND CONDITIONS OF USE OF VALUE BASED GIFT CARDS

Dear Purchaser, Dear User,

The following terms and conditions (hereinafter, the “**Terms**”) govern the purchase and the use of the Loro Piana value based gift card purchased from the official Loro Piana UK e-shop www.loropiana.com or <https://uk.loropiana.com/en/> for delivery in the UK (hereinafter, the “**Loro Piana UK e-shop**”) or in the Loro Piana store(s) located in England – with the express exclusion of the points of sales located within duty-free areas - whose list is provided in these Terms below (hereinafter, the “**Loro Piana Gift Card(s)**” and the store(s) are defined as the “**Loro Piana Store(s)**”), and apply to the purchaser and any user of the Loro Piana Gift Card (respectively, referred to as the “**Purchaser**” and the “**User**” or, collectively, “**you**”).

Your Loro Piana Gift Card is issued by Loro Piana G.B. Limited, with registered office in 47-48 Sloane Street, London SW1X9LU, United Kingdom, VAT no. GB 756814305, telephone number: +44 207 49 99 300, email address: customerservice.eu@loropiana.com (hereinafter, referred to as “**Loro Piana**”).

WHERE CAN I BUY A LORO PIANA GIFT CARD?

Loro Piana Gift Cards are available for purchase exclusively at the official Loro Piana UK e-shop and Loro Piana Stores.

As at September 2021, the Loro Piana Stores where you can purchase Loro Piana Gift Cards are the following:

LORO PIANA STORE	ADDRESS	TELEPHONE	EMAIL
New Bond Street	153 New Bond Street, London	+44 207 49 99 300	bondst@loropiana.com
Sloane Street	47-48 Sloane Street, London	+44 207 23 53 203	lp london@loropiana.com

For updated information on the Loro Piana Stores, please contact one of the Loro Piana Stores or check on <https://uk.loropiana.com/en/gift-card-stores-gbp>.

When purchased in a Loro Piana Store, the Loro Piana Gift Card will be immediately activated (in other words, can be used) at the Loro Piana Store where the Loro Piana Gift Card is purchased, upon payment of the relevant value and no service fees will be charged at the time of purchase.

When purchased on the Loro Piana UK e-shop:

- Should the Purchaser opt for a virtual Loro Piana Gift card, the Loro Piana Gift Card will be immediately activated;

- Should the Purchaser opt for a physical Loro Piana Gift card, the activation takes an average of 3 days after the purchase confirmation.

The Purchaser can choose the value of the Loro Piana Gift Card among the values made available by Loro Piana from time to time and up to the maximum amount as provided by the laws and the Loro Piana policies as are communicated to you at the time of purchase.

If you purchase a physical Loro Piana Gift Card at the Loro Piana UK e-shop, any delivery charges will be communicated to you before you make a purchase. Alternatively, you can purchase a virtual Loro Piana Gift Card at the Loro Piana UK e-shop and no delivery charges apply.

It is necessary to retain a copy of the serial number and Code of the Loro Piana Gift Card which are provided at the time of the purchase - and which are also printed on the back of physical Loro Piana Gift Cards or are displayed in the virtual Loro Piana Gift Card - since you may be requested to provide them when you redeem the Loro Piana Gift Card or in case of loss, theft or damage of the Loro Piana Gift Card.

WHERE AND HOW CAN I USE A LORO PIANA GIFT CARD?

Loro Piana Gift Cards can be used to purchase Loro Piana products **only** in a UK Loro Piana Store or the Loro Piana UK e-shop (hereinafter, such a Loro Piana Store is defined as the “**Loro Piana Eligible Store**”). This means that you cannot use the Loro Piana Gift Card in Department Stores, Outlets, or in Loro Piana stores in another country or any Loro Piana e-shop for another country. The Loro Piana Gift Card cannot be redeemed in third-party managed Loro Piana stores (such as stores operated under a franchise).

Subject to the restrictions referred to in these Terms, the Loro Piana Gift Cards can be redeemed for the purchase at the Loro Piana Eligible Store of products offered by Loro Piana up to the value of the amount loaded on the Loro Piana Gift Card as indicated in the relevant sales receipt at the time of its purchase, provided that it is used in accordance with these Terms, and in compliance with all applicable laws (in particular but not limited to, anti-money laundering laws) and the Loro Piana policies relating to the purchase of goods as are communicated to you at the time of redemption.

The Loro Piana Gift Cards can be redeemed totally or partially and, in this case, the remaining amount can be used for subsequent purchases in the Loro Piana Eligible Store. Purchase values will be deducted from the Loro Piana Gift Card balance until the value reaches zero. If the total value of products purchased at the Loro Piana Eligible Store exceeds the amount on the Loro Piana Gift Card, the remaining balance for such products can be paid via any other method of permissible payment available at the Loro Piana Eligible Store within the maximum amount provided by applicable laws. Please note that on the Loro Piana UK e-shop you cannot use more than one Loro Piana Gift Card to purchase a single item. Also note that at a UK Loro Piana Store you can use more than one Loro Piana Gift Card to purchase a single item, provided that use must be in compliance with all applicable laws (in particular but not limited to, anti-money laundering laws).

Save for the cases required by law, the Loro Piana Gift Cards cannot be redeemed for cash even in case of returned products, and they are not reloadable. This does not affect your statutory rights in relation to purchase of the Loro Piana Gift Card.

Nothing in these terms affects any statutory rights in respect of the purchase of the gifted item when using the Loro Piana Gift Card.

Loro Piana will redeem Loro Piana Gift Cards only if they are presented at the Loro Piana Eligible Store at the time of purchase of the requested items, except in the case of loss of the card.

DOES MY LORO PIANA GIFT CARD EXPIRE?

Loro Piana Gift Cards expire after 12 months from the date of activation. The date of activation can be checked at the Loro Piana Stores or on <https://gbp-giftcard.loropiana.com/ecard/balance/consult>. After your Loro Piana Gift Card has expired you will no longer be able to redeem it.

Loro Piana Gift Cards are non-refundable, unless otherwise provided by the applicable law in the country of purchase. This does not affect your statutory rights. Please note that in any case a refund can be made exclusively at the Purchaser's (not at User's) request.

In case of online purchase of Loro Piana Gift Cards through the Loro Piana UK e-shop, you expressly acknowledge and accept that in case of usage of the Loro Piana Gift Card, you will lose the right of withdrawal.

HOW DO I KNOW THE BALANCE ON MY LORO PIANA GIFT CARD?

When you purchase a Loro Piana Gift Card, the initial value of your card is printed on the sales receipt you receive when you purchase it. You can check the initial value and the balance of your Loro Piana Gift Card at a UK Loro Piana Store or on <https://gbp-giftcard.loropiana.com/ecard/balance/consult>.

Where Loro Piana believes that an administrative, billing or accounting error has occurred, Loro Piana reserves the right to correct the Loro Piana Gift Card balance. If you have any questions regarding transaction history or any corrections, or if you wish to contest a transaction or correction made on your Loro Piana Gift Card, or for any other complaint, please contact a UK Loro Piana Store or customerservice.eu@loropiana.com. Loro Piana will verify, inform you on the results and correct any errors where occurred.

WHAT SHALL I DO IF THE LORO PIANA GIFT CARD IS LOST?

In case of loss or theft of your Loro Piana Gift Card, you must immediately contact a UK Loro Piana Store or customerservice.eu@loropiana.com and follow the instructions of Loro Piana personnel to block the Loro Piana Gift Card and obtain a replacement, if the case. You will be asked to provide the serial number and Code of the relevant Loro Piana Gift Card. The serial number and Code are provided at the time of the purchase and are also printed on the back of the physical Loro Piana Gift Card or respectively are displayed in the virtual Loro Piana Gift Card. We recommend that you keep and store a copy of the Loro Piana Gift Card serial number and Code in a safe place. Please note that Loro Piana will issue a replacement exclusively upon the written request of the Purchaser (not of the User); in this regard, please note the Purchaser is recommended to provide his/her personal data at the Loro Piana Store at the time of purchase of a Loro Piana Gift Card for identification purposes, otherwise the Purchaser will not be in the position to request the replacement of the lost/stolen Loro Piana Gift Card since Loro Piana will not be able to identify the Purchaser.

These terms do not limit your statutory rights in any way and Loro Piana does not exclude any duties or responsibilities that it is required to accept by law. Within these limits, Loro Piana is not

responsible to you in the event of loss, theft, damage, alteration or unauthorised use by third parties of a Loro Piana Gift Card, except in the case of gross negligence or wilful misconduct by Loro Piana. Nothing shall exclude or limit Loro Piana's liability for death or personal injury resulting from our negligence or that of our agents or employees.

HOW YOUR PERSONAL DATA ARE PROCESSED?

Loro Piana (as identified above) is the data controller with respect to the collection, use and processing of personal data provided by the Purchaser in order to buy and/or the User in order to redeem the Loro Piana Gift Card. In particular, Loro Piana will process the Purchaser's and/or User's personal data in order to issue and ensure the use of the Loro Piana Gift Card in compliance with the applicable privacy legislation and, in any case, pursuant to its privacy information notice, available together with these Terms. For further information on the processing of your personal data, you may contact us sending an email at the following address: privacy@loropiana.com.

GOVERNING LAW AND JURISDICTION

These Terms shall be governed by England and Wales law and all disputes, claims and legal proceedings directly or indirectly arising out of or relating to the purchase or use of the Loro Piana Gift Cards shall be resolved in the competent courts of the place of domicile or residence of the consumer.
