

These terms of sale (the "Terms and Conditions") govern the terms and conditions under which Alessandra Camilla Milano S.r.l. ("Alessandra Camilla") will provide the user with its own Alessandra Camilla branded products (hereinafter the "Products") for sale online on the website <https://alessandracamilla.com/> (hereinafter the "Site"). These Terms and Conditions exclusively apply to the Products sold by Alessandra Camilla through the Site.

Please read carefully these Terms and Conditions before placing a purchase order for any Product on the Site. Whenever the user intends to place a purchase order, he/she must declare that he/she has read, understood and accepted the content of these Terms and Conditions. If the user does not accept these Terms and Conditions, he/she may not place purchase orders for any Product on sale on the Site. Please print and keep a copy of this document for future reference.

1. CONTACTS OF ALESSANDRA CAMILLA

Alessandra Camilla Milano S.r.l., with registered address in Via Carlo Poma 7, Milan, VAT no. IT10769640961

All users' communications should be sent to . Alternatively, users can contact the number .

2. THE USER

By placing a purchase order on the Site, the user declares that:

- a) he/she is at least 18 years old;
- b) he/she is a natural person acting for non-professional purposes and purchasing the Product as a consumer (hereinafter the "User").

3. REGISTRATION ON THE SITE AND CONCLUSION OF THE CONTRACT OF SALE ONLINE

3.1. In order to purchase the Products on the Site, each User must create an account on the Site, by following the relevant registration procedure. For this purpose, it will be necessary to provide the following data:

- a) Name;
- b) Surname;
- c) Address;
- d) E-mail address;
- e) Telephone number;

3.2. Before completing the registration of his/her account, the User must read and accept the terms of the privacy policy (see art. 13 below) and give his/her consent to the processing of personal data.

3.3. Once the account has been created on the Site, the User may proceed with the purchase of the Product(s).

3.4. The purchase order expresses the willingness of the User to purchase the Product(s) indicated in the relevant order. The purchase order will be deemed issued upon completion of the online purchase procedure, in the appropriate section within the Site. Upon entering the purchase order, the User will receive an e-mail confirming the receipt of the order and detailing the order identification number as well as the details of the Product(s) ordered (hereinafter "Order Summary").

3.5. Please note that the Order Summary only acknowledges that Alessandra Camilla received the purchase order entered by the User and therefore, at that stage, the purchase order will still not be deemed accepted by Alessandra Camilla. All purchase orders for a Product, in fact, will be subject to a specific acceptance by Alessandra Camilla and will be considered accepted (and the contract for the online sale of the Product will be considered concluded) when the User receives an e-mail confirming the shipment of the Product (hereinafter "Shipment Confirmation").

3.6. With a single Order, a User may purchase one or more Products without quantitative limits, subject to availability of the Product(s) on the Site.

3.7. Alessandra Camilla reserves the right to refuse an order:

- a) when the Product(s) is (are) not available;
- b) when Alessandra Camilla does not receive authorization to charge the cost of the Product(s) to the User;
- c) if the User does not meet the eligibility criteria set out in Article 2 above;
- d) where at the time of purchase the price indicated is clearly incorrect and recognisable as such (prices too high or too low in relation to the market average and without the indication of promotional claims).

3.8. Upon receipt of the Shipment Confirmation and/or confirmation of activation code by the User, the contract for the on-line purchase of the Product (the "Contract") will be considered executed and fully binding on the User and Alessandra Camilla (except for the case of material and recognizable error of the price as per art. 3.7). In this latter case, Alessandra Camilla reserves the right to cancel the order and cancel the shipment. The User will be contacted by Alessandra Camilla to be informed and will receive a refund for the transaction using the same payment methods used by the User for the online purchase (see article 6 below).

3.9. Alessandra Camilla will accept purchase orders without territorial limits (for the methods and costs of shipping and delivery see article 5 below).

4. RIGHT OF WITHDRAWAL - RETURNS

4.1. Pursuant to art. 52 of Legislative Decree 206/2005 ("Consumer Code"), the User may withdraw from the Contract within 14 days of the date the Product was delivered. To comply with the withdrawal period, it is sufficient that the User follows the procedure set out in paragraph 4.3 below before the expiration of the withdrawal period.

4.2. The User shall take all appropriate measures to preserve the Product and shall do everything possible to ensure that the Product is returned in the best possible condition, including the original undamaged packaging, instruction manuals, any separate items and any other components. The Product must not have been handled other than as necessary to establish the nature, characteristics and operation of the Product. In the event that the User has complied with the measures referred to in this article 4.2 will be entitled to a refund of the purchase price of the Product in accordance with the provisions set out below.

4.3. In order to withdraw from the Contract, the User shall contact Alessandra Camilla at the following email address to state the decision to withdraw from the Contract. The user will be informed of the procedures concerning the return of the Product. The User is responsible for the integrity of the Product as long as the same good is in his/her possession.

4.4. If the User decides to return the Product and provided that the right of withdrawal from the Contract was exercised within the 14-day withdrawal period (Review Period) , Alessandra Camilla will reimburse - using the same payment method used by the User for the online purchase - the payments received by the User (except for additional costs arising from the choice expressed by the User of a different type of delivery from the cheaper one offered by Alessandra Camilla), without undue delay and, in any case, no later than 14 days from the day on which the User has notified Alessandra Camilla that he/she wants to withdraw from the Contract. Alessandra Camilla will be responsible for collecting the Products for which the withdrawal will be exercised.

4.5. Alessandra Camilla will not consider return requests in the event that the returned Product is malfunctioning due to improper use, negligence, damage or physical, aesthetic or surface alterations, tampering or improper maintenance or wear and tear and will not consider return requests for Products other than those listed on the bill of lading. The User is always responsible for the correct use of the Products purchased online.

4.6. The User will not be able to withdraw from the Contract in the event that his purchase concerned tailor-made or clearly customized Products in accordance with art. 59, letter c) of the Consumer Code.

5. SHIPMENT AND TRANSFER OF RISK ON THE PRODUCT

5.1. Alessandra Camilla will deliver the Products ordered both inside and outside the Italian territory as described in the following table.

TYPE OF DELIVERY	TIME	COSTS
Standard	Delivery within [redacted] working days	€ [redacted]
Premium	Delivery within [redacted] working days	€ [redacted]
[redacted]	Delivery within [redacted] working days	€ [redacted]

5.2. When purchasing the Product, the User has the right to choose between two types of delivery available above (standard and premium). The type of shipment chosen by the User will then be specified in the e-mail whereby the Shipment Confirmation will be sent. The User will receive the tracking number of the shipment in the Shipment Confirmation e-mail and may check the status of the shipment of the Product purchased.

5.3. Upon delivery of the Product, the presence of the User or a third party authorised to collect the Product by signing the relevant transport document will be required. If the Product has not been delivered within the terms indicated in the Shipment Confirmation e-mail, the User may contact Alessandra Camilla in the manner indicated on the Site or by telephone at the number [redacted].

5.4. The risk of loss and damage to the Product, for reasons not attributable to Alessandra Camilla, is transferred to the User when the Product will be physically in the possession of the latter, or a third party appointed to collect the Product.

6. – PRICE AND PAYMENT METHODS

6.1. The prices applicable to the Products are those indicated on the Site for each individual Product, except in case of a material and recognizable error as set out in art. 3.7 (prices too high or too low compared to the market average and without the indication of promotional claims). The prices of the Products are inclusive of VAT, updated to the current rate. The prices applicable to the Products indicated on the Site do not include shipping costs, which will be clearly visible in a later section of the online purchase process of the Products.

6.2. Alessandra Camilla reserves the right to modify, at any time, the price of the Products and the applicable shipping costs. It being understood that any changes will not affect in any way the contracts already concluded before the change.

6.3. Payment for the Products can only be made through the Stripe circuit.

7. LEGAL WARRANTY OF CONFORMITY ON PRODUCTS

7.1. All Products purchased on the Site are covered by a legal warranty of conformity of 24 months from the date of delivery pursuant to Articles 128 et seq. of the Consumer Code. Any lack of conformity that occurs within 24 months from the date of purchase of the goods must be reported within 2 months from the date of discovery of the defect.

7.2. Pursuant to art. 130 of the Consumer Code, in the event of a lack of conformity of the Product, the User has the right to the restoration of conformity of the goods, without charge. For this purpose, the User can normally choose between repairing the Product or replacing it. This right of choice cannot be exercised only if the requested remedy is objectively impossible or excessively onerous compared to the other. Moreover, the User has the right to an adequate reduction of the price or to the termination of the contract, only if one of the following situations occurs: i) the repair and replacement are impossible or excessively expensive; ii) Alessandra Camilla has not provided for the repair or replacement within a reasonable period; iii) the replacement or repair have caused significant inconvenience to the consumer.

7.3. If the User wishes to take advantage of the remedies provided by the legal guarantee that accompanies the Products, he must contact the number .

8. FORCE MAJEURE

8.1. Alessandra Camilla cannot be held responsible for the failure or delayed fulfilment of her obligations herein, for circumstances beyond the reasonable and foreseeable control of Alessandra Camilla (hereinafter "Force Majeure Events").

8.2. Force Majeure Events include, but are not limited to, the following circumstances:

- a) strikes, lock-outs and other industrial disputes;
- b) civil mobilisations and insurrections, invasions, terrorist attacks or threats of terrorist attacks, (declared or not) armed conflicts or threat or preparation of conflicts;
- c) fires, explosions, storms, floods, earthquakes, epidemics or other natural disasters;
- d) inability to use public or private means of telecommunication;
- e) epidemic pandemics.

8.3. The performance of Alessandra Camilla's obligations under these Terms and Conditions shall be deemed suspended for the period in which the Force Majeure Events

occur. Alessandra Camilla will do all in her power to find solutions that allow the proper performance of her obligations despite the persistence of Force Majeure Events.

9. WAIVER

9.1. Failure to request compliance with any of the provisions of these Terms and Conditions shall not affect the right of either party to require compliance at any subsequent time, nor shall waiving the exercise of a right resulting from a breach of these Terms and Conditions constitute a waiver of the exercise of a right resulting from a subsequent breach of the same provision.

9.2. No waiver by either party of an article of these Terms and Conditions shall be effective unless expressly stated to be a waiver and is communicated in writing.

10. INVALIDITY OF INDIVIDUAL CLAUSES

10.1. If any provision of these Terms and Conditions is illegal or invalid, it will not be considered as part of the Terms and Conditions and this will not affect the remaining provisions which will continue to be valid to the fullest extent permitted by law.

11. AMENDMENT

11.1. Alessandra Camilla reserves the right to modify, at any time, these Terms and Conditions by giving specific notice on the Site.

12. SITE

12.1. Alessandra Camilla will endeavour to ensure that the Site is available without interruption 24 hours a day, but cannot in any way be held responsible if, for any reason, the Site is not accessible and/or operational at any time or for any period. Access to the Site may be suspended temporarily and without notice in the event of system failure, maintenance, repairs or for reasons beyond the control of Alessandra Camilla or for Force Majeure Events.

13. DATA PROTECTION

Alessandra Camilla will process the personal data of Users as data controller in accordance with the provisions of Regulation 2016/679/EU ("GDPR") and in compliance with the applicable national legislation on the protection of personal data. For further information regarding the processing of personal data, Users may consult the Privacy Policy on the Site, which can be consulted through the following link.

14. APPLICABLE LAW AND JURISDICTION

14.1. These Terms and Conditions and the individual Contracts governed by them are exclusively governed by the Italian legislation in force.

14.2. For any dispute that may arise between Alessandra Camilla and the User in relation to the Terms and Conditions and / or individual contracts, the exclusive place of jurisdiction will be the residence or domicile of the User.