

BOTTEGA VENETA

Bottega Veneta (“BV” or “**Bottega Veneta**”) cares about its customers and wishes to offer you a Certificate of Craft, a lifetime aftersales service at the conditions described below.

- If the product you have bought (the “**Product**”) is accompanied by a golden metal card bearing the Certificate of Craft, this means that it is eligible to benefit from the services described herein (the “**Services**”).
- To activate the Certificate of Craft, scan with your mobile phone the QR code printed on the card: you will be redirected to a registration page where you will be required to register the Product and to upload the purchase receipt. The Certificate will be activated only upon completion of the online enrollment process.
- The Certificate of Craft complements the legal warranty¹, offering you an additional coverage after the expiry of the legal warranty, and therefore in no way affects your rights granted by the legal warranty.
- The Certificate of Craft allows you to freely obtain for the entire lifetime of the Product the possibility of benefiting from Bottega Veneta’s reparation service in case of original defects (i.e., which are not related to the misuse and/or wear and tear of the product). In case the reparation is not possible, BV will offer you the replacement of the Product with a new one, selected by BV, having a retail price equivalent to the one that the Product had at the time it was purchased.
- Since the Certificate of Craft pertains to the Product only, opting for the replacement shall cause expiration.
- BV reserves the right not to perform the Services on Products that have been previously and autonomously repaired by clients, without liaising with BV personnel in its authorized stores: in such a case the Certificate of Craft shall be deemed to have expired and you will be not eligible to receive the Services.

¹ FOR FRANCE ONLY - Article 1641 of the French civil code (*Le vendeur est tenu de la garantie à raison des défauts cachés de la chose vendue qui la rendent impropre à l'usage auquel on la destine, ou qui diminuent tellement cet usage que l'acheteur ne l'aurait pas acquise, ou n'en aurait donné qu'un moindre prix, s'il les avait connus*); Article 1648 al 1 of the French civil code (*L'action résultant des vices rédhibitoires doit être intentée par l'acquéreur dans un délai de deux ans à compter de la découverte du vice*); Article L217-4 of the French consumer code (*Le vendeur livre un bien conforme au contrat et répond des défauts de conformité existant lors de la délivrance. Il répond également des défauts de conformité résultant de l'emballage, des instructions de montage ou de l'installation lorsque celle-ci a été mise à sa charge par le contrat ou a été réalisée sous sa responsabilité*); Article L217-5 of the French consumer code (*Le bien est conforme au contrat : 1° S'il est propre à l'usage habituellement attendu d'un bien semblable et, le cas échéant : - s'il correspond à la description donnée par le vendeur et possède les qualités que celui-ci a présentées à l'acheteur sous forme d'échantillon ou de modèle ; - s'il présente les qualités qu'un acheteur peut légitimement attendre eu égard aux déclarations publiques faites par le vendeur, par le producteur ou par son représentant, notamment dans la publicité ou l'étiquetage ; 2° Ou s'il présente les caractéristiques définies d'un commun accord par les parties ou est propre à tout usage spécial recherché par l'acheteur, porté à la connaissance du vendeur et que ce dernier a accepté*); Article L217-12 of the French consumer code (*L'action résultant du défaut de conformité se prescrit par deux ans à compter de la délivrance du bien*) Article L217-16 of the French consumer code (*Lorsque l'acheteur demande au vendeur, pendant le cours de la garantie commerciale qui lui a été consentie lors de l'acquisition ou de la réparation d'un bien meuble, une remise en état couverte par la garantie, toute période d'immobilisation d'au moins sept jours vient s'ajouter à la durée de la garantie qui restait à courir. Cette période court à compter de la demande d'intervention de l'acheteur ou de la mise à disposition pour réparation du bien en cause, si cette mise à disposition est postérieure à la demande d'intervention*)

Bottega Veneta S.r.l.

Località Conti Maltraverso 1, 36054 Montebello Vicentino (VI), Italia. PEC: bottegabeneta@legalmail.it

Codice fiscale e numero di iscrizione al Registro delle Imprese di Vicenza 07078730152, Partiva IVA 01824610248, R.E.A. n. VI-187708, capitale sociale €5.260.000,00 i.v.

Società soggetta alla direzione e coordinamento da parte della società di diritto lussemburghese Bottega Veneta International Sarl con sede in Lussemburgo

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- To benefit from the Services, bring the Product, and the golden metal card bearing the Certificate of Craft to any point of sales belonging to BV proprietary network of stores (list available at link <https://www.bottegaveneta.com/storelocator>) and BV personnel will check whether an original defect affected the Product; shipment is not allowed.
- Your personal information will be processed in accordance with our privacy policy (link: <https://www.bottegaveneta.com/legal-pages/privacy-policy/privacy-policy.html>) and your agreement to subscribe to the Services will be added to your Bottega Veneta profile. In the context of the Services, BV will retain your personal information as long as your Bottega Veneta profile will be linked to the Certificate of Craft, in accordance with the performance of a contract to which you are a party. Failure to provide BV with personal information necessary to the purpose of benefitting of the Services may prevent you from receiving the relevant Services.
- Subject to the applicable privacy legislation, you may be entitled to one or more of the rights described in our privacy policy and exercise them on your own or via a legal representative acting on your behalf. We are committed to protecting your rights and allowing you to exercise them. You will never be discriminated against when you exercise your right in good faith under any applicable privacy law. If you need any further information regarding your rights, how to exercise any of your rights, or if you have any complaints or questions regarding our privacy practices, please contact our privacy team and Data Protection Officer at privacy@bottegaveneta.com or by completing the form available here: <https://www.bottegaveneta.com/legal-pages/dsr-webform.html>.

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