

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.

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 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 warranty, 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 repair 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 repair 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.
- While necessary maintenance or repairs on your Product can be performed by any company at your sole expense, we recommend that you only use Bottega Veneta for all service and repair of your Product. Improper or incorrectly performed maintenance or repair of your product by a third party voids the Services under this Certificate of Craft. For the avoidance of doubt, this clause only applies to the Services. You may still be entitled to a remedy under the Australian Consumer Law if the Product has been repaired by a third party outside the BV network.
- To benefit from the Services, bring the Product, and the golden metal card bearing the Certificate of Craft to any point of sales directly belonging to BV proprietary network of stores (list available at link <https://www.bottegaveneta.com/en-en/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/en-it/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.

BOTTEGA VENETA

- 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/en-it/legal-pages/dsr-webform.html>.