

BOTTEGA VENETA

Bottega Veneta (“**BV**” or “**Bottega Veneta**”) cares about its customers and wishes to offer you a Certificate of Craft, a qualified after-sales service which gives you also access to further initiatives 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 you can benefit from an after-sale service (“**After-sale Service**”) and from other optional exclusive experiences and initiatives (“**Experiences**”).
- The possibility to benefit from the After-sale Service and the Experiences – at the conditions set below – is subject to prior activation of the Certificate of Craft. Therefore, unless the Certificate of Craft is directly activated by BV during the acquisition of the product, you need to activate the Certificate of Craft by scanning 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.
- Both the After-sale Service and the Experiences are reserved to customers who have activated the Certificate of Craft and remain valid until such customers retain the ownership of the Product: therefore, any act of sale or transfer of the ownership of the Product (or of the Certificate of Craft) to third parties will cause the expiration of the Certificate of Craft.
- The After-sale Service complements the legal warranty, offering you an additional coverage after the expiry of the legal warranty, therefore and it does not affect your rights granted by the legal warranty.
- The After-sale Service allows the owner of the Certificate of Craft to freely obtain, for the whole time he/she will be owning 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.
- Each Certificate of Craft is associated to a single Product through a Serial number: if you opt for the replacement of the Product then the Certificate of Craft will definitively expire.
- To benefit from the After-sale Service, you are requested to bring the Product together with the Certificate of Craft to any point of sales belonging to BV proprietary network of stores (list available at link <https://www.bottegabeneta.com/en-en/storelocator>) and BV personnel will check whether an original defect affected the Product; shipment is not allowed.
- BV reserves the right not to perform the After-sale Service on Products that have been previously and autonomously repaired by clients, without liaising with BV personnel in its authorized stores: this shall cause the expiration of the Certificate of Craft.

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 Kering Participations Sàrl con sede in Lussemburgo

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- The Certificate of Craft allows you to also benefit from Experiences for the whole time you will be owning the Product. Subject to your prior consent, you will be informed by BV, via email and/or via any different method identified in the Bottega Veneta privacy policy, of all the exclusive initiatives developed as Experiences. Kindly note that you may choose not to be informed by BV of such exclusive initiatives developed as Experiences and this will not affect the possibility of benefiting from the After-sale Service. BV holds the right to adopt and enforce the appropriate measures to verify that customers constantly comply with these T&C.
- 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>). As an exception to the provisions of the Article 10 (*'For how long do we keep your personal information?'*) of Bottega Veneta privacy policy, in order to perform its obligations under these T&C, BV will retain your personal information as long as the Certificate of Craft is activated and all the conditions set forth above are fulfilled. Kindly note that, failing to provide BV with your personal information, may prevent you from benefiting from the After-sale Service.
- According 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>.

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