



Information on the Right to Withdrawal

INSTRUCTIONS ON YOUR RIGHT TO WITHDRAWAL

Valued Customer, with reference to the General Terms and Conditions of Sale that were accepted by you, upon completion of a purchase on <http://www.rogervivier.com> (the "Agreement"), we'd like to remind you of your:

RIGHT TO WITHDRAWAL

You reserve the Right to Withdraw from the sales Agreement, without stating a reason, within 14 days of purchasing a product ("**Withdrawal Period**");

- a) where the sale of goods agreement refers to a single product, from the day on which the customer or third party, different from the shipper and indicated by the customer themselves, materially acquires the product;
- b) where the sale of goods agreement relates to multiple products, ordered through a single order and dispatched through separate deliveries, from the day on which the customer or third party, different from the seller and indicated by the customer themselves, materially acquires the product.

In order to exercise your Right to Withdrawal, you are required to:

1. access the specific section of the Site (<https://www.rogervivier.com/slnk/customer-care/right-of-withdrawal/>) inserting the order number and following the instructions provided therein ("Online Return") or
2. inform us (at the following address: Tod's S.p.A., Via Stendhal 35, 20144 Milan, Italy, Ph. +39 02 89 623 481, Fax +39 02 89623481, contact-rogervivier@todsgroup.com) of your intention to withdraw from the Agreement via an explicit declaration (E.g. mailed letter, fax or email).

In order to comply with the Withdrawal Period, it is enough for you inform us of your intention to withdraw before the expiry of the Withdrawal Period.

WITHDRAWAL EFFECTS

If you exercise your Right to Withdrawal, you will be refunded of any payments made to us, including delivery costs. This refund will be issued immediately and, in any case, within 14 days of being informed by you of your intention to withdraw from the Agreement. Should you choose to be refunded in a manner that differs from the payment methods made available to you, the refund will be issued within 3 working days of us receiving a package containing the product(s) that you wish to return or, if you are able to provide sufficient evidence that these goods have been sent back to us. This refund will be made using the same payment method that you used at the time of the original purchase, unless separate arrangements were agreed upon; in any case, you will not be subject to any additional costs as a consequence of said refund.

With reference to the withdrawal from a Multiple Order, any related and additional delivery costs will not be refunded, save for the decision to withdraw from the entire Multiple Order.

You must send back or return the goods to us, without delay and, at any rate, within 14 days of informing us of your intention to withdraw from the Agreement ("**Return Period**"), using one of the procedures provided below.

Returning a Product from the same country in which it was delivered (as indicated in the order confirmation email):

Online Return

We kindly ask you to return the goods for which you wish to exercise your right to withdrawal by using the courier UPS, and attaching on the packaging of the Product to be returned the prepaid and pre-filled label that you have printed. You may contact UPS online at wwwapps.ups.com/pickup/schedule to arrange a date and place for pick-up of the goods you wish to return. In this case, you will not incur in any cost to return these goods – this will be handled by us, and, in addition, you will not be liable for any damages or loss of those goods during transit. ("**Pre-paid Returns through UPS**").

You may request information ask for assistance by contact the TOD'S SPA Customer Service ("Customer Service") as follows:

- by e-mail, writing to contact-rogervivier@todsgroup.com or
- by phone, calling +39 02 8962 3354 (Monday to Friday, 9:00 AM to 6:00 PM CET, excluding bank holidays).

Return a Product to a different country with respect to where it was delivered (as indicated in the Order confirmation email) or via a courier of the Customer's choice (irrespective of country):

You may request information ask for assistance by contact the TOD'S SPA Customer Service.

You are only liable to cover the difference for the decrease in value of a product if it has been modified or tampered with in any way that deviates from its intended nature, features and functioning of the products.