

General Terms and Conditions for the Burlington Online Shop of FALKE KGaA

Preliminary remark

Below you will find our General Terms and Conditions for your registration and your orders via our online shop www.burlington.de.

Purchase of products via online shop (without subscription)

If you order products via our online shop (without subscription), in this case the relevant terms and conditions are to be found in the general part (A) in combination with part (B), which contains specific regulations on the (simple) purchase of products.

Part (A) - General Part

1. Scope of application

- 1.1 These General Terms and Conditions ("GTC") govern the business relationship between us, FALKE KGaA, Oststraße 5, 57392 Schmallenberg, Germany ("FALKE") and you as a customer, if you make use of our make use of our product range via the Burlington online shop of FALKE.
- 1.2 The business relationship between you and Burlington is governed exclusively by the General Terms and Conditions in the version valid at the time of the order. General terms and conditions conflicting with or deviating from the following provisions shall not apply unless we expressly agree to their application in writing.
- 1.3 We sell our products exclusively to consumers, small businesses, associations and foundations and only in quantities customary in the household. You are a consumer if the purpose of the ordered deliveries and services cannot be predominantly attributed to your commercial or independent professional activity. Your business is a small business if its nature or scope does not require a business operation set up in a commercial manner (§ 1 para. 2 HGB).
- 1.4 The contract shall be concluded in German.
- 1.5 We do not offer products for purchase by minors. If you are under 18 years of age, the cooperation of your legal guardian is required.

2. Registration / customer account

- 2.1. You can register as a customer via our online shop and create a customer account. To do this, you must enter certain personal data which will be stored by us and which will make it easier for you to make future purchases via our

online shop, as your data will then already be stored when you make a new purchase. In addition, you will need to set a password which will allow only you to access your customer account. The confirmation of the registration of the customer account follows immediately after the completion of the registration by clicking the button "register". With your access data you can log in to the Burlington Online-Shop. Each customer is only entitled to maintain one customer account at a time.

We reserve the right to delete multiple registrations. Of course you can change your entered data or delete your customer account at any time. We are not obliged to accept the registration or the order of a registered customer. Furthermore, we are not obliged to keep the offer permanently available. Orders that have already been confirmed remain unaffected.

2.2. The creation of a customer account is only required for the subscription contract (see Part C). Otherwise, you can also purchase goods from our online shop without a customer account. If you wish to purchase goods without a customer account, you must provide us with certain information such as name, address, postal and delivery address, telephone number and e-mail address in order to execute and process the purchase contract.

2.3. When entering your personal data (whether when creating/changing a customer account or entering your data for the execution and processing of the contract), you are responsible for providing truthful and complete information. You are obliged to treat the personal access data confidentially and not to make it accessible to any unauthorised third party.

3. Delivery only within Europe and Switzerland / delivery and transfer of risk

3.1. There is the following delivery restriction: We only deliver to customers who provide a delivery address in the European Union, or Switzerland.

3.2. If the product you have ordered is temporarily unavailable, we will inform you immediately. In the event of a delay in delivery of more than two weeks, you have the right to withdraw from the contract. Incidentally, in this case we are also entitled to withdraw from the contract (although in the case of a subscription contract this only applies to the relevant unavailable part of the contract). In this case, any payments already made will be refunded immediately.

3.3. If we are unable to meet binding delivery deadlines for reasons for which we are not responsible (non-availability of the service), we will inform you of this immediately and at the same time inform you of the expected new delivery deadline. If the service is also not available within the new delivery period, we shall be entitled to withdraw from the contract in whole or in part (whereby in the case of a subscription contract this shall only apply to the unavailable part of the contract).

contract); we will immediately refund any consideration already paid by you. A case of non-availability of the performance in this sense shall be deemed to be in particular the non-timely self-delivery by our supplier if we have concluded a congruent covering transaction, neither we nor our supplier are at fault or we are not obliged to procure in the individual case. Our statutory rights of rescission and termination as well as the statutory provisions on the

performance of the contract in the event of an exclusion of the obligation to perform (e.g. impossibility or unreasonableness of performance and/or subsequent performance) shall remain unaffected.

- 3.4. The risk of accidental loss and accidental deterioration of the goods shall pass to you as the customer at the latest upon handover.

4. Retention of title

- 4.1. Until full payment of the respective invoice amount, the respective delivered goods remain our property (reserved goods). As the customer, you are obliged to treat the goods subject to retention of title with care during the existence of the retention of title.
- 4.2. In the event of seizure of the reserved goods by third parties or in the event of other interventions by third parties, you must point out our ownership and notify us immediately in writing so that we can enforce our ownership rights. If the third party is not able to reimburse the judicial or extrajudicial costs incurred by us in this connection, you shall be liable for them.

5. Prices / shipping costs / payment / credit assessment

- 5.1. All prices stated on the page of the Burlington online shop of FALKE are inclusive of the applicable statutory VAT. The prices stated at the time of the order apply.
- 5.2. The shipping costs incurred will be shown to you as part of the presentation of our products and during the ordering process. These may vary - depending on the delivery location you specify.
- 5.3. Depending on the billing address you provide, different payment options are available to you (e.g. by credit card, instant bank transfer or on account). The different payment options will be displayed to you during the ordering process, from which you can choose one. You can change the payment method stored in your customer account at any time - insofar as this is possible on the basis of the billing address you have provided.
- 5.4. Unless otherwise agreed, payment of the purchase price is due immediately upon conclusion of the contract. In the case of purchase on account, payment is due 14 days after receipt of the invoice.
- 5.5. Please note that you will only receive invoices in electronic form.
- 5.6. Your payment data will be transmitted to the relevant payment service provider depending on the payment method you have selected. The financial service provider is responsible for your payment data. We draw your attention to the fact that before you select a payment method, we carry out an assessment of the credit risk on the basis of mathematical-statistical procedures (scoring). For this purpose, your personal data required for the credit assessment, namely name, date of birth and address, are transferred to these companies, whereby your address data are also taken into account. On the basis of this information, a statistical probability of a credit default is calculated and, based on this, a decision is made on the closer implementation of the contractual relationship, in particular also on the type of payment options to which you are entitled.

6. Notes on data processing

- 6.1. With regard to the collection, processing and use of personal data as well as the performance of the scoring procedure (see clause 5.5), we refer to our data protection declaration, which is available in printable form on our website at any time via the button "Data protection declaration".
- 6.2. If you have created a customer account, you have the option at any time to call up the data stored by you there under the button "My account / My data" and to change or delete it.

7. Personalisation conditions

- 7.1. You have the option of having individual items from our range embroidered with a sequence of numbers, which will be applied to the left and right of the selected item on the outside of the item ("personalisation"). Articles that can be personalised are marked with a needle and thread symbol at the bottom right of the preview image. After selecting the item and clicking on the "Personalisation" button, you can enter a four-digit combination of letters and the punctuation marks dot and/or space. You can also choose one of twelve embroidery colours and select from three fonts.
- 7.2. We reserve the right to reject any combination because, for example, it contains a third party's trademark or the names of sports teams, athletes or other well-known persons which neither you nor we are entitled to use, or because we consider the combination to be inappropriate. If we reject your chosen combination, you will be notified by email as soon as possible.
- 7.3. The personalisation you make must not infringe the rights of any third party. Please note that although we have the right to refuse the personalisation you request, you alone are responsible for the personalisation and we are under no legal obligation to review or refuse your personalisation. If the personalisation you have made infringes the rights of a third party and a claim is made against us by the third party (including, but not limited to, damages, injunctive relief or information), you will be liable to compensate us for any loss we suffer as a result.
- 7.4. Please note that you do not have a right of cancellation in respect of the items you have personalised and that a return of the goods - unless they have a defect - cannot be taken back by us.

8. Warranty / Guarantee

- 8.1. The statutory provisions apply to your rights in the event of material defects and defects of title.
- 8.2. An additional guarantee only exists for the goods delivered by us if this has been expressly given in the description of the product on the page of our online shop or the order confirmation for the respective product.

9. Disclaimer

- 9.1. Insofar as nothing to the contrary arises from these GTC including the following provisions, we shall be liable in the event of a breach of contractual and non-contractual obligations in accordance with the relevant statutory provisions.

- 9.2. We shall be liable for damages - irrespective of the legal grounds - in the event of intent and gross negligence. In the event of simple negligence, we shall only be liable a) for damages resulting from injury to life, body or health, b) for damages resulting from the breach of a material contractual obligation (i.e. an obligation the fulfilment of which is a prerequisite for the proper performance of the contract and on the observance of which the contractual partner regularly relies and may rely); in this case, however, our liability shall be limited to compensation for the foreseeable, typically occurring damage.
- 9.3. The limitations of liability resulting from section 8.2 do not apply if we have fraudulently concealed a defect or have given a guarantee for the quality of the goods. The same applies to claims on your part under the Product Liability Act.
- 9.4. Insofar as our liability for damages is excluded or limited, this shall also apply with regard to the personal liability for damages of our employees, representatives and vicarious agents.

10. Copyright and Industrial Property Rights

All image rights, copyrights and other industrial property rights to the contents of the Burlington online shop (including texts, illustrations, graphics, videos, music, brands, logos and other company trademarks) are owned by us or our partners. Use without our prior express consent is not permitted.

11. Assignment / set-off / right of retention

You are not entitled to assign the purchase contract concluded with us or parts thereof to third parties without our written consent. Your ability to offset claims for defects and other claims arising from the same contractual relationship against our purchase price claim shall not be restricted by these GTC; however, you may only offset claims arising from other legal relationships against our purchase price claim if your claims are undisputed, we have acknowledged them or they have been legally established. As a buyer, you may only exercise a right of retention if your counterclaim is based on the same purchase contract.

12. Customer service

Burlington's customer service can be reached at:

Monday - Friday 08:00 - 18:00, Saturday 08:00 - 16:00.

E-mail: online@Burlington.de

Telephone: 00800 22033022

Postal address:

FALKE KGaA

Burlington Online Shop

Oststrasse 5

57392 Schmallenberg

Germany

13. Storage possibility and inspection of the text of the contract

- 13.1. You can view Burlington's T&Cs on the website www.burlington.de under "T&Cs". You can also print or save this document by using the usual function of your internet utility. You may also download and archive this document as a PDF file by clicking [here](#).
- 13.2. You can additionally archive the data of your order by waiting for the automatic order confirmation which we will send to you by e-mail to the e-mail address you have provided after you have completed your order. This order confirmation e-mail contains the data of your order and can easily be printed out or saved with your e-mail programme.
- 13.3. We will also provide you with a confirmation of the contract, in which the content of the contract is reproduced, on a durable data medium (e.g. by e-mail or in writing) within a reasonable time after conclusion of the contract, at the latest upon delivery of the goods. so that you can save the text of the contract and / or add it to your documents. Further statutory information obligations that we have to fulfil towards you are not affected by this regulation.
- 13.4. Your order data will be stored by us but cannot be accessed directly by you for security reasons. We offer each customer password-protected direct access ("My Account") via their customer account. Here, with the appropriate registration, you can view data about your completed, open and recently dispatched orders and manage your address data, any payment data and any newsletter.
- 13.5. The text of the contract shall be stored in compliance with data protection.

14. Contractual right of return

- 14.1. We grant a contractual right of return for a total of 14 days for all products that goes beyond the statutory right of withdrawal.
- 14.2. This contractual right of return allows you to withdraw from the contract or, in the case of a subscription, to cancel the respective individual delivery. To do this, you must return the goods to us within 14 days of receipt of the goods as follows:
 - (1) Request a return slip from our customer service by e-mail at online@brulington.de or by telephone on 00800 22033022; you will then receive the return slip by e-mail;
 - (2) Print out the return slip and stick it on the parcel;
 - (3) Simply hand in the parcel at the post office of your choice - the postage has already been paid.
- 14.3. Timely dispatch is sufficient to meet the deadline. Should you wish to make use of the contractual right of return, it is necessary that you have previously treated the products and packaging well and return the complete and undamaged goods to us in the original packaging. If the goods have

been damaged by you, the contractual right of return is excluded. The return is at our risk.

- 14.4. The statutory right of withdrawal for consumers (see Part (B) Clause 2 and Part (C) Clause 2) is not affected by our rules on the contractual right of return, but applies independently of this.

15. Online dispute resolution platform

Information on the European Online Dispute Resolution Platform and participation in dispute resolution procedures before consumer arbitration boards: Under applicable law, we are obliged to inform consumers of the existence of the European Online Dispute Resolution Platform, which can be used to resolve disputes without having to go to court. The European Commission is responsible for setting up the platform. You can find the European Online Dispute Resolution Platform here: <http://ec.europa.eu/odr>. We are not obliged or willing to participate in dispute resolution proceedings before a consumer arbitration board.

16. Final provisions

These GTC and all legal and contractual relations between us and you shall be governed by the laws of the Federal Republic of Germany, excluding the UN Convention on Contracts for the International Sale of Goods.

Part (B) - Special provisions for the purchase of products (without subscription contract)

1. Conclusion of contract

- 1.1. You can select products from the assortment of the Burlington online shop and collect them in the virtual shopping cart via the button "add to cart". The presentation of products in the Burlington online shop does not constitute a legally binding offer, but merely a non-binding online catalogue.
- 1.2. By clicking the button "order now with costs" you place a binding order for the items contained in the shopping basket, which constitutes your offer to us. By clicking this button, you accept these GTC, which you have thereby included in your application.
- 1.3. We will confirm receipt of your order immediately by e-mail. Such confirmation does not constitute a binding acceptance of the order unless, in addition to the confirmation of receipt, the acceptance is declared at the same time. A contract is only concluded when we accept your order separately by e-mail (confirmation of dispatch) or by delivery of the ordered items.

2. Revocation instruction

As a consumer, you generally have a statutory right of withdrawal when concluding a distance selling transaction, about which we inform you below in accordance with the statutory model.

Cancellation policy

Right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason. The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has or has taken possession of the goods.

In order to exercise your right of withdrawal, you must inform us (FALKE KGaA, Burlington Online Shop, Oststraße 5, 57392 Schmallenberg, Germany, Tel.: 00800 22033022, E-Mail: online@Burlington.de) of your decision to withdraw from this contract by means of a clear declaration (e.g. a letter or e-mail sent by post). You can use the enclosed model withdrawal form for this purpose, which is, however, not mandatory. To comply with the withdrawal period, it is sufficient for you to send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of the revocation

If you withdraw from this contract, we must refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we received notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this repayment.

We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return the goods without delay and in any event no later than fourteen days from the day on which you notify us of the cancellation of this contract to

FALKE KGaA

Burlington Online Shop

On the Lake 3

57392 Schmallenberg

Germany

to return or hand over the goods. The deadline is met if you send the goods before the end of the period of fourteen days. We will bear the costs of returning the goods. You will only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking the condition, properties and functioning of the goods.

Sample - Cancellation form

[If you want to cancel the contract, please complete this form and send it to us.]

To FALKE KGaA, Burlington Online Shop, Oststraße 5, 57392 Schmallenberg, Germany,
E-Mail: online@Burlington.de:

I herewith cancel the contract concluded by me for the purchase of the following articles (*) / the provision of the following service (*).

- Ordered on (*)/ received on(*)
- Name(s) of consumer
- Address of consumer
- Signature of consumer (only for communication on paper)
- Date

(*) Delete as applicable.