

1. These terms

1.1 What these terms cover. These are the terms and conditions on which we supply products to you, when you order via our website www.me.louisvuitton.com (our Website) or by telephone using our Client Service team.

1.2 Why you should read them. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

We may change these terms at any time. We may amend these terms from time to time by posting revised terms on our Website. The terms applicable to your order will be those posted on the Website at the time of placing the order. The Privacy Policy along with the General Terms of Sale constitute the Terms and Conditions of the Website.

2. Information about us and how to contact us

2.1 Who we are. We are Louis Vuitton EAU LLC, a limited liability company duly organized under the laws of the United Arab Emirates, under the Commercial License number 503200, whose registered address is at P.O. Box 29948, Dubai, United Arab Emirates and whose paid up share capital is 1,500,000 United Arabic Dirhams

2.2 How to contact us. You can contact us by telephoning our Client Service Team in the United Arab Emirates at 800VUITTON (+971 4 8848866 everyday from 9.00 am to 9.00 pm, including public holidays (local call rate applies) or by sending us an email using middleeast@contact.louisvuitton.com

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 Writing includes emails, SMS and Whatsapp. When we use the words writing or written in these terms, this includes emails, SMS and Whatsapp.

3. Our products

3.1 Information about our products. Information about the range of products sold via our telephone order service or via our Website is available, with product references, in all Louis Vuitton stores and on our Website.

3.2 Personalised Products. In these terms, where we refer to "Personalised Products" we mean any products that are made to your specifications or clearly personalised , for example, orders through our "My LV Heritage", hot stamping service or engraved perfume, engraved baby products and any alterations to our standard products carried out for you.

Please note that certain Personalised Products, such as "My LV Heritage" products may be ordered via our Website, but not via our telephone order service.

3.3 Products may vary slightly from their pictures. The images of the products on our Website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. A product may be manufactured in one of our several workshops and may therefore have a different

stamp of origin than the one displayed on our Website. Your product may vary slightly from those images.

4. Placing orders and our contract with you

4.1 Placing orders. All orders are subject to availability. Orders can be placed as follows:

4.1.1 By telephone: Orders can be placed in Arabic or English with our Client Service team by calling in the United Arab Emirates tel. no. 800VUITTON (+971 4 8848866 everyday from 9.00 am to 9.00 pm (local call rate applies), including public holidays.

4.1.2 Via our Website: Orders can be placed through the United Arab Emirates ("UAE") section of our Website.

4.2 We only deliver in the UAE Unfortunately, we do not deliver to (a) addresses outside the UAE (b) care of a hotel, (c) PO Box addresses or (d) business premises.

4.3 You must be 21 or over. We only accept orders from customers aged 21 and over.

4.4 In order to ensure the best quality of service and availability of our products, Louis Vuitton follows the below purchase limitations:

- Per day: no more than **3** leather goods (including small leather goods), **3** accessories, **3** perfumes and/or **3** pairs of shoes.
- Within 4 consecutive weeks a client cannot: (i) purchase more than **6** Leather Goods (including Small Leather Goods), **6** Accessories, **6** Perfumes, **6** Pairs of Shoes or **6** pieces per type of Ready to Wear; (ii) purchase more than **2** of the same identical products; and/or (iii) conduct more than **8** transactions of all kinds of products.
- Within **12** consecutive months: no more than **12** leather goods (including small leather goods), **12** accessories, **12** perfumes, **20** pairs of shoes or **20** articles of ready to wear.

Your purchase history will be processed and monitored by Louis Vuitton Malletier (2 rue du Pont-Neuf – 75001, Paris, France) in order to ensure the observance of the above restrictions.

In case of non-observance, our client advisors may refuse further transactions with you, for a period of 2 years from your last purchase.

Under certain conditions set forth under applicable law, you have a right to access, rectify and delete your personal data, or object to your personal data being processed by contacting personaldata@louisvuitton.com.

For more information please read our privacy policy in store or on louisvuitton.com

4.5 We only sell our retail products to consumers. Your order on our Website or by telephone must not be made for or on behalf of any business activity and must be placed strictly for your personal use.

We may decide to limit the quantities of any item delivered to the same purchaser and/or to the same postal address.

4.6 Making sure your personalisation details are accurate. If we are personalising products in accordance with details you have given us you are responsible for ensuring that these details are correct. We cannot accept returns of Personalised Products.

4.7 Your account with us: When placing an order for the first time, you may either check in as a guest or open an account with us. If you place a telephone order we will take the necessary details from you by telephone. Otherwise, all steps necessary for placing an order are detailed on our Website.

4.8 Order acknowledgement. We will acknowledge receipt of your order without delay by sending a confirmation email, but this confirmation email does not constitute acceptance of your order. Your order will only be accepted when it is dispatched, and you receive a dispatch email (see Clause 4.9).

4.9 How we will accept your order. Our acceptance of your order will take place when we email you and tell you we have accepted and dispatched your order, at which point a contract will come into existence between you and us.

4.10 If we cannot accept your order. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the description of the product, because we are unable to meet a delivery deadline you have specified or if the order is not in accordance with these Terms of Sale.

4.11 Your order number. We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

5. Price and payment

5.1 Where to find the price for the product. The price of the product in United Arabi Dirham (AED) which includes VAT (and, except where otherwise stated on our Website or notified to you by telephone, delivery costs) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct.

5.2 We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

5.3 We do not provide VAT-refund services. We do not provide VAT-refund service for orders placed on our Website or by telephone.

5.4 How you must pay. We accept payment by credit card (Visa, MasterCard and American Express) by cash on delivery and by bank transfer or other payment methods as they become available from time to time by notice on our Website. Payment must be made in United Arabi Dirham (AED). In case of a payment by bank transfer, we will send you Louis Vuitton's bank details by email. In case of a payment by cash on delivery, the maximum amount payable in cash is AED 5,000.

5.5 When you must pay. Except for cash on delivery, you must pay before goods are dispatched to you. You will be debited once you have placed your order and it has been accepted by us.

We will inform you by email once the products have been dispatched.

5.6 Failure to pay. If your payment cannot be processed for any reason (including, for example, stopped payment, refusal by the issuer of the card), your order will be cancelled and the contract with you ended immediately. We will inform you of this in writing.

5.7 Security

measures.

5.7.1 Payments through our Website are managed on-line with the relevant banking organisations through facilities offered by CyberSource Corporation, a third party based in the USA which enables us to accept and manage payments, mitigate fraud, and secure payment data. Your personal information including your name, email address, delivery details, telephone number, details of the order placed and credit card or other payment details will be disclosed and used by CyberSource Corporation exclusively for the purposes of providing fraud screening services to us and to its own customers, as further detailed in our Privacy Policy.

5.7.2 To ensure that your credit, debit or charge card is not being used without your consent, we will validate the name, address and other personal information supplied by you during the order process against appropriate third party databases in accordance with our [Privacy Policy](#). In performing these checks, personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. You can rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected.

5.7.3 If an order placed by you is considered to be fraudulent or otherwise made in breach of this Terms of Sale, the sale will be cancelled immediately, and in the event that any sums have already been debited to you, they will be refunded within 14 business days after such notification.

6. Providing the products

6.1 Delivery costs. The costs (if any) of delivery will be as displayed to you on our website.

6.2 When we will provide the products. When we provide the products depends on what product you are buying:

6.2.1 For Personalised Products: "Mon Monogram" Personalised Products will be delivered within 8 weeks from the date payment is received in cleared funds;

6.2.2 For all other products: During the order process we will let you know when we will provide the products to you, and if no deadlines are given, within 30 days at the latest from order confirmation, subject to full payment of the price.

6.3 We are not responsible for delays outside our control. If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

6.4 Click and Collect Service. If you choose to collect your order from one of our stores offering the Click & Collect service, you can collect the order from us at any time after the date we tell you in writing, during the opening hours of the relevant store. Please check the opening hours of our participating stores in the OUR STORES section on www.louisvuitton.com before making any journey. Please note that your order will be kept in-store for 30 days after which period, we will end the contract, the products will be returned to us and we will refund any sums you have paid to us for the cancelled order excluding delivery charges (except for Personalised Products).

6.5 Click & Collect ID checks. When using our Click & Collect service, we carry out the following checks, which are necessary to make sure that the order is collected by you or someone authorised by you:

6.5.1 you will be required to show your order delivery confirmation email and photographic ID such as a passport, Identity Card or photocard driving licence;

6.5.2 if you authorise someone to collect your order on your behalf, please make sure that they bring with them to the store, the delivery confirmation e-mail, your photographic ID, their own photographic ID, and ensure that you communicated to us, via email, your intention to have someone else collect your order on your behalf;

6.5.3 we regret that copies of the documents mentioned in *Conditions 6.5.1 and 6.5.2* cannot be accepted.

6.5.4 we will make and keep copies of all photographic ID documents and we will take appropriate steps to keep your information secure.

If for any reason you do not wish to comply with the procedures set out in this *Condition 6.5*, we regret that you will not be able to use our Click & Collect service.

6.6 Home Delivery Service. If you are not at home when the product is delivered. If no one is available at your address to take delivery, we will leave you a note asking you to contact our Client Service team in order to arrange an alternative delivery date. After three failed attempts at delivery, the contract shall be deemed cancelled, and the product(s) shall remain our property.

6.7 Home Delivery checks. When using our Home Delivery Service, we carry out the following checks, which are necessary to make sure that the order is collected by you or someone authorised by you:

6.7.1 you will be required to show us the security code provided by the carrier and/or to sign the delivery receipt.

6.8 If you do not re-arrange delivery. If, after a failed delivery to you, you do not re-arrange delivery we will contact you for further instructions and may charge you further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery we may end the contract and *Condition 9* will apply.

6.9 Delivery of gifts. In the case of a gift:

6.9.1 you may arrange for products to be delivered to a third party of your choice, provided always that the delivery address satisfies the requirements of *Condition 4.2* above. The third party will need to provide documents set out in *Condition 6.7.1*;

6.9.2 if you choose our Click & Collect Service, the third party may collect the products from one of our participating stores offering the Click & Collect service, but the third party will need to provide the documents set out in *Condition 6.5.2*.

6.10 Your rights if we deliver products late. You have legal rights if we deliver any products late or we are late in making the products available for collection by you. If we miss the delivery or collection deadline for any products then you may treat the contract as at an end straight away if any of the following apply:

6.10.1 we have refused to deliver the products or to make them available for collection by you;

6.10.2 delivery or collection by you within the delivery deadline was essential (taking into account all the relevant circumstances); or

6.10.3 you told us before we accepted your order that delivery or collection by you within the delivery deadline was essential.

6.11 Setting a new deadline for delivery/collection. If you do not wish to treat the contract as at an end straight away, or do not have the right to do so under *Condition 6.10*, you can give us a new deadline for delivery or for collection by you, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.

6.12 Ending the contract for late delivery/collection. If you do choose to treat the contract as at an end for late delivery under *Condition 6.10* or *Condition 6.11*, you can cancel your order for any of the products or reject products that have been delivered. If you wish, you can reject or cancel the order for some of those products (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled products and their delivery. If the products have been delivered to you, you must allow us to collect them from you. We will pay the costs of collection. Please call our Client Service Team or email us to arrange collection.

6.13 Damage. If, at the time of delivery or collection by you, the packaging is damaged, please open the package in the presence of the carrier or store assistant (where you have chosen our Click & Collect Service) in order to verify the condition of the products. In the case of delivery, where there is damage to the products, you should note the details on the delivery note and contact our Client Service team as set out in *Condition 2.2*. If we deliver products to you and products are lost or damaged by our carrier we will repair or replace the products free of charge (including costs of re-delivery) but only where:

6.13.1 You tell us in writing within 24 hours of the actual delivery date in the case of damage and within 24 hours of the delivery date notified to you when you placed your order in the case of lost items (this is so that we will be able to meet our carrier's conditions of carriage);

6.13.2 You produce to us any receipt or other documents relating to the products and (in the case of damaged items) the original packaging for the products complete with all related accessories, instruction booklets, labels, protective covers and boxes.

6.14 When you become responsible for the products. The products will be your responsibility:

- from the time you or a person indicated by you acquires the physical possession of the goods or,

- if you choose to collect your products from one of our stores offering the Click & Collect service once you or the person indicated by you collect the products,
- if you choose to use Home Delivery Service, once you accept the delivery of the products.

6.15 When you own products. You own the products on the later of the following:

6.15.1 once we have received payment in full;

6.15.2 once the products have been delivered to you or collected by you using our Click & Collect Service.

7. Exchanging products

7.1 In addition to your legal rights, and your right to change your mind described in *Condition 8*, we operate an exchange policy for our customers in respect of items delivered (but not for Personalised Products). The conditions of this exchange policy are set out in this clause 7 below.

7.2 Within 30 days after the date of delivery (or the last delivery in the case your products are split into several deliveries over different days), you may exchange the items in question by using either method below.

7.3 Products must be returned with their original packaging, complete with any related accessories or instruction booklets, labels, protective covers and boxes, together with the original invoice and the Return Voucher. In the case of perfume products which have been sealed for health protection or hygiene purposes, the seal on the crystal film covering the perfume box must not have been broken. We will not accept products for exchange that are returned incomplete, damaged or soiled or without the original packaging, related accessories or instruction booklets, labels, protective covers and boxes or, in the case of perfume products, where the seal on the crystal film covering the perfume box has been broken. You must take reasonable care of products if you wish to exchange them. For shoes in particular, we recommend that you try your Louis Vuitton shoes on a clean floor which will not alter the sole, such as a carpeted surface.

7.4 You may:

7.4.1 use our complimentary collection service as described in *Condition 9.3.1*, but please note that no new delivery can take place until we have received the returned products from you;

7.4.2 exchange your products within our stores in the United Arab Emirates (except at Galeries Lafayette and Level Shoes) or any Louis Vuitton stores (with the exception of Louis Vuitton stores whether located in airports or in Brazil, China, Columbia, India, Jordan, Kazakhstan, Lebanon, Mexico, Dominican Republic, Russia, Taiwan, Thailand, Turkey, Ukraine or Vietnam), provided the store offers this product category. For example, men's shoes are exchangeable only in Louis Vuitton stores with a men's shoe offer. Our stores offer can be checked on our Website in the "STORES" section. Kindly note that perfume products may be exchanged in accordance with Condition 7.3 in any of our stores, but only in the United Arab Emirates (except at Galeries Lafayette and Level Shoes).

Please note that no new delivery (of an exchanged or replacement product) can take place until we have received the returned products from you. Where products are exchanged, we will end the original contract and your payment will be applied to the price of the new product. If the new product is on

sale at a higher price, you must pay the difference in store or as described in *Condition 5*. We will not be able to provide the replacement products until we have received payment from you. If the product is on sale at a lower price, we will refund you for the difference (but not for any delivery charges) by the method you used for payment, except where you wish to exchange products in store where only a store credit can be issued

If products are exchanged using our collection and delivery service, the new sale will be subject to these terms.

7.5 However please note that in case you have opted for cash on delivery payment, we will, in case of return or exchange, refund you the amount via bank transfer and only then you will be able to place a new order.

7.6 Please note that you may not exchange products which you have received as a result of a prior exchange.

7.7 The terms set out in this clause 7 do not affect your legal rights.

8. Your rights to end the contract

8.1 Ending your contract with us. You may end your contract with us in the circumstances described below. Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

8.1.1 If what you have bought is faulty or misdescribed you may have a legal right to end the contract (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), see *Condition 11*;

8.1.2 If you want to end the contract because of something we have done or have told you we are going to do, see *Condition 8.2*;

8.1.3 If you have just changed your mind about the product, see *Condition 8.4*. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions.

8.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at *Conditions 8.2.1 to 8.2.3* below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

8.2.1 we have told you about an error in the description of the product you have ordered and you do not wish to proceed;

8.2.2 there is a risk that supply of the products may be significantly delayed because of events outside our control;

8.2.3 you have a legal right to end the contract if the products have not been delivered on time (see *Condition 6.10*).

8.3 When you don't have the right to change your mind. You do not have a right to change your mind in respect of:

8.3.1 Personalised Products;

8.3.2 Earrings and Swimwear, for health protection or hygiene purposes;

8.3.3 Perfume or other products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them. In the case of perfume, the seal on the crystal film covering the perfume box must not have been broken.

8.4 How long do I have to change my mind? For most products bought online you have a legal right to change your mind within thirty (30) days, upon reception of the product(s). If your products are split into several deliveries over different days you have until 30 days after the day you (or someone you nominate) receive the last delivery to change your mind about the products.

9. How to end the contract with us (including if you have changed your mind)

9.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

9.1.1 Phone or email. Call our Client Service team in the United Arab Emirates on tel. no. 800VUITTON (+971 4 8848866 everyday from 9.00 am to 9.00 pm, including public holidays (local call rate applies) or email us, or go to the *My Orders* tab of your MyLV account on the Website. Please provide your name, home address, details of the order and, where available, your phone number and email address.

9.2 Gifts. If you use our Gift Service, only you may end the contract with us and not the recipient of the gift.

9.3 Returning products after ending the contract:

9.3.1 If you end the contract for any reason after products have been dispatched to you or you have received them, we provide a complimentary collection service and you must allow us to collect the item(s) you wish to return from your preferred address. Please call our Client Service team or email us to arrange collection.

9.3.2 You may also return your products as per *Condition 7.4.2*.

9.3.3 You may Request a return from the *My Orders* tab of your MyLV Account or contact Client Service Team.

9.3.4 You must return the products with their original packaging, complete with all related accessories, instruction booklets, labels, protective covers and boxes, together with the duly completed "Return Voucher" and the original invoice. In the case of perfume products which have been sealed for health protection or hygiene purposes, the seal on the crystal film covering the perfume box must not have been broken.

9.4 We will bear the costs of return.

9.5 How we will refund you. We will refund you the price you paid for the products by the method you used for payment except if you have elected the cash on delivery payment method, in which case we will refund you via bank transfer. However, we may make deductions from the price, as described below.

9.6 When your refund will be made. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind, your refund will be made within 14 days of your telling us you have changed your mind, except that we may withhold refund if you did not permit collection of the products as required under these Terms of Sale within a reasonable time after notifying us of your decision to cancel the contract, or until you show us evidence you have dispatched the products in case you decided not to use our collection service.

10. Our rights to end the contract

10.1 We may end the contract if you break it. We may end the contract for a product at any time by writing to you if:

10.1.1 you do not make any payment to us when it is due;

10.1.2 you do not, within a reasonable time, allow us to deliver the products to you or collect them from us.

11. If there is a problem with the product

11.1 How to tell us about problems. If you have any questions or complaints about the product, please contact us. You can telephone our Client Service Team or email us.

11.2 Your legal rights. We are under a legal duty to supply products that are in conformity with this contract. Nothing in these terms will affect your legal rights.

11.3 Your obligation to return rejected products. If you wish to exercise your legal rights to reject products you must allow us to collect them from you. We will pay the costs of collection. Please call our Client Service Team or email us to arrange collection.

12. Our responsibility for loss or damage suffered by you

12.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

12.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products; and for defective products

12.3 We are not liable for business losses. We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

13. Other important terms

13.1 Nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

13.2 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

13.3 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

13.4 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by Dubai law and you can bring legal proceedings in respect of the products in the Dubai courts.

The General Terms of Sale are reproduced in English and Arabic. If there is any inconsistency between the English text and the Arabic text, the English text will prevail.