



## Terms and Conditions for Stefanel Lounge 2024/2025

### 1. **Description**

Stefanel Lounge is Stefanel's loyalty programme with special benefits, offers and promotions for members.

### 2. **Validity**

From 01.01.2024 to 31.05.2025 to register for the loyalty programme, accrual and use of Welcome Gifts and eWelcome Gifts.

From 23.05.2024 to 24.05.2025 for accrual of Shopping Card rewards (usable before 31.05.2025).

### 3. **Target**

Individual clients "consumers" (pursuant to art. 3, comma 1, letter a), Legislative Decree no. 206/2005), over 18 years of age, and resident in Italy. OVS SpA employees may not take part in the initiative.

### 4. **Where it can be used**

At participating Stefanel stores in Italy (recognisable by the specific advertising material on display) as well as on stefanel.com.

### 5. **How to join**

Joining the programme is free; if not already a member, all that is required to sign up is either:

- to visit a participating Stefanel store and ask to join the programme, providing personal and contact data and consenting to the processing of these registration details;
- to visit stefanel.com and proceed as follows:
  - Customers who already have an account on stefanel.com only need to agree to sign up for the programme by following the instructions in the relevant email <sup>(A)</sup>;
  - customers who do not have an account on stefanel.com simply need to create one, free of charge, by following the online instructions and consenting to join the programme, following the relevant instructions.

When the customer provides their date of birth, they will be awarded a Birthday Discount, as described in paragraph 6.3.

<sup>(A)</sup> OVS S.p.A. does not assume any liability for non-receipt of the email for reasons that cannot be attributed to OVS S.p.A. (examples included but not limited to: the email address provided being incorrect, incomplete, non-existent or no longer active; the mailbox being full; no reply from the host computer after the email has been sent; the mailbox has been disabled; the email has been blacklisted; the mailbox automatically sends the message to the junk mail or advertising folder, etc.).

### 6. **Benefits**

#### 6.1 **Welcome Gift**



Customers who join the programme between 01.01.2024 and 31.05.2025 will automatically receive a Welcome Gift, entitling them to a 10% discount<sup>(B)</sup> to be used by 31.05.2025, at a participating Stefanel store. If used before 31.12.2024, it is valid for the first purchase after joining the programme; if used after 01.01.2025, it can be used on a purchase of choice. The expiry of Welcome Gifts not used before 31.12.2023 is automatically extended to 31.05.2025.

*(A) The discount is valid for a single use and on a single transaction for any amount (it cannot be used for more than one transaction); it cannot be used at stefanel.com; it cannot be used to discount the purchase of a Giftcard or for alteration costs; it can only be used by the registered customer; it cannot be used with other discounts or discount vouchers or offers or sales; no cash change will be provided; it cannot be converted into cash. The discount is applied to the total payable amount, VAT included, net of any returns or discount vouchers, etc. Failure to use the discount before its expiry date does not entitle the holder to any form of refund. In the event that one or more items has a discount higher than that of the Welcome Gift, the highest discount is automatically applied and the Welcome Gift discount will be applied to other undiscounted items or, if not present, it will remain available to be applied to a later purchase before expiry.*

To use the discount (before its expiry date), customers must provide the cashier with their first and last name and date of birth (or email or mobile number) before the receipt is issued. The Welcome Gift will be applied to the ongoing purchase transaction, subject to the conditions in the note<sup>(B)</sup>.

## 6.2 eWelcome Gift

The consumer who joins the programme between 01.01.2024 and 31.05.2025 and who at the time of joining consents to the processing of their data for marketing purposes will be given a 10% discount <sup>(C)</sup> to be used for a single transaction on stefanel.com, before 31.05.2025. The discount is sent<sup>(D)</sup> in the form of a code either by email or text message to the number or address provided at the time of joining. Customers who do not consent to the processing of their data for marketing purposes during the sign-up process, even if they consent to the processing subsequent to signing up, will not be entitled to receive an eWelcome Gift. The expiry of eWelcome Gifts not used before 31.12.2023 is automatically extended to 31.05.2025.

*(C) The discount: is only valid once for a single order of any amount on stefanel.com (it cannot be used for several orders); it cannot be used in store; it cannot be used against the purchase of Giftcards or alteration costs; it cannot be used for shipping costs; it cannot be used with other discounts, vouchers, promotions, or sales; it does not entitle the holder to receive change, and it cannot be converted to cash. The discount is applied to the final order total, including VAT, net of any returns, etc., and net of shipping costs. If the voucher is not used before its expiry date, there is no entitlement to a refund of any form.*

*(D) Provided that the customer does not withdraw consent to the processing of their data for marketing purchases before the email and/or text message is sent, which will prevent sending. OVS S.p.A. does not assume any liability for non-receipt or late delivery of the email and/or text message by the customer and/or failure to use the discount code within validity for reasons that cannot be attributed to OVS S.p.A. (examples included but not limited to: an incorrect or incomplete email address or an email address that is no longer active; a full mailbox; a lack of response to the email from the host computer; a disabled mailbox; a blacklisted email address; a mailbox that automatically sends the email to its spam or junk folder; a mobile number that is incorrect, does not exist, or has been reassigned to someone else; a handset that is switched off and/or unreachable for several days making it impossible*



*to deliver the text message; restrictions in the handset settings; the consumer signs up close to the discount deadline, etc.).*

To use the discount, customers must enter the code received via email/text message in the "Discount Code" field before paying for their order on stefanel.com (within the voucher's expiry date). Discounts cannot be applied to orders that are already in progress.

### 6.3 Birthday Discount

Customers who provide their date of birth, have the right to a discount <sup>(E)</sup> of 15% for a single transaction, to be used in a Stefanel store in the period from 15 days prior to and 15 days following their birthday, as long as this period of use remains within the period from 01.01.2024 to 15.06.2025.

To use the discount (within the terms provided) they must – before the receipt is issued – make themselves known to the cashier (by providing surname, name and date of birth or email address or phone number) and ask for it to be applied; if not, the Birthday Discount will not be applied to the ongoing transaction; an identity document may be requested.

*<sup>(E)</sup> The discount is valid for a single purchase transaction of any amount in a participating Stefanel shop (it cannot be used for several purchases), it cannot be used on stefanel.com, it can be combined with other discounts, discount vouchers, promotions, and sales, and it is inclusive of VAT regardless of the rate applicable to the items purchased. The discount is applied to the total payable amount, VAT included, net of any returns or discount vouchers, etc. Failure to use the discount voucher within the time limit does not entitle the customer any form of refund.*

Furthermore, if the customer consents to the processing of their data for marketing purposes no later than the 17th day prior to their birthday, they will be able to use the birthday discount on stefanel.com (as an alternative to using it in store) under the same terms as above; the discount code<sup>(F)</sup> to be used online is sent <sup>(G)</sup> by email and/or SMS.

*<sup>(F)</sup> The discount is valid only once and on a single transaction of any amount on stefanel.com (it cannot be applied to more than one transaction); it cannot be used in store; it is not applied to shipping costs; it can be combined with other discounts, discount vouchers, promotions and sales; it does not give the customer the right to receive change; it cannot be converted into cash; it includes VAT, regardless of the rate applicable to the items purchased. The discount will be applied to the final order total, including VAT, net of any returns and vouchers, etc., and net of shipping costs. Failure to use the discount within the time limit does not entitle the customer to a refund of any form.*

*<sup>(D)</sup> Provided that the customer does not withdraw consent to the processing of their data for marketing purposes before the email and/or text message is sent, which will prevent sending. OVS S.p.A. does not assume any liability for non-receipt of the email and/or text message by the customer for reasons that cannot be attributed to OVS S.p.A. (examples included but not limited to: an incorrect or incomplete email address or an email address that is no longer active; a full mailbox; a lack of response to the email from the host computer; a disabled mailbox; a blacklisted email address; a mailbox that automatically sends the email to its spam or junk folder; a mobile number that is incorrect, does not exist, or has been reassigned to someone else; a handset that is switched off and/or unreachable for several days, making it impossible to deliver the text message; restrictions in the handset settings; etc.).*



To use the discount, subscribers must enter the code received via email/text message in the "Discount Code" field before paying for their order on stefanel.com (within the time limit). Discounts cannot be applied to orders that are already in progress.

#### 6.4 Shopping Card

Subscribing customers will earn a Stefanel Shopping Card <sup>(H)</sup> worth €50 when they purchase at least €500 worth of products between 23.05.2024 and 24.05.2025 in participating Stefanel stores or on stefanel.com, provided that they are made:

- in store, informing the cashier (providing name and surname and date of birth, or email or cellphone number) before the receipt is issued;
- on stefanel.com, accessing their account and provided the customer has already signed up for the programme, also online, following the instructions on the website.

*<sup>(H)</sup> Every Shopping Card can be used exclusively if the total purchases amount to at least €500; it can be used just once against a purchase of at least €100 (excluding shipping costs, if the purchase is made on stefanel.com) to be made before 31.05.2025 in a participating Stefanel store or on stefanel.com; it cannot be used with sales and/or other ongoing promotional offers and/or with the Welcome Gift and/or with the eWelcome Gift and/or with the Birthday Discount; only one Shopping Card can be used for each order (which therefore must be at least €100, not including shipping); in store, up to a maximum of 2 Shopping Cards on the same receipt (which therefore must be at least €200); it cannot be used to pay for services (e.g., alterations, etc.); it can only be used by the customer who has accrued the reward; it cannot be converted into cash; it includes VAT, regardless of the rate applicable to the items purchased. The discount will be applied to the final order/receipt total, including VAT, and, for orders placed on stefanel.com, net of shipping costs. The amount of the Shopping Card cannot be split over several purchases/orders and thus must be used in full on a single purchase/order. The Shopping Card does not entitle the customer to cash change if the amount spent is less than its value. Failure to use the Shopping Card within the time limit mentioned above does not entitle subscribers to a refund of any kind. If an order made through stefanel.com is issued in part (e.g., unavailability in stock etc.) and the value of the order (excluding shipping costs) is less than €100 as a result, the Shopping Card will be applied in proportion to the effective value of the order and the difference can be recovered by contacting Stefanel's Customer Care service, which will issue a voucher for the remaining value. If an order made through stefanel.com is cancelled (by Stefanel or the customer), the value of the Shopping Card used can be recovered by contacting Stefanel's Customer Care service, which will issue a voucher for the value of the Shopping Card.*

Excluded, and therefore not counting towards the threshold, are Giftcard purchases, services (e.g. alteration costs, etc.), purchases made without stating membership of the programme, orders placed as a guest through stefanel.com or without prior online registration for the programme, or shipping costs. The Shopping Card is also provided when reaching multiples of €500 (e.g. €1,000, €1,500, etc.). For the purposes of calculating whether the threshold of €500 (and multiples of same) has been reached, the amount actually paid for each purchase/order shall be taken into account, i.e. the total amount of the receipt/order (including VAT, at net of any returns or discounts and at net of the use of applicable discount vouchers, including Shopping Cards, and, for orders on stefanel.com, net of shipping costs) rounded up to the next higher whole euro (e.g. €99.01 = €100). For the purposes of updating the balance, orders placed on stefanel.com are counted within approximately 48 hours of the order being processed.



When a Shopping Card reaches the threshold for use, the customer will receive <sup>(1)</sup> an email notification containing a code to use the Shopping Card on stefanel.com.

To use the Shopping Card, it is sufficient to, before 31.05.2025:

- (in store) inform the cashier (providing name and surname and date of birth, or email or cellphone number) and to ask for the card to be applied before the receipt is issued;
- (on stefanel.com), access with the account and enter the discount code <sup>(1)</sup> received by email or text into the section at check-out before completing the order.

<sup>(D)</sup> *Provided that the customer has given consent to the processing of their data for marketing purposes and has not withdrawn this consent before the email and/or text message is sent, which will prevent sending. OVS S.p.A. does not assume any liability for non-receipt of the email and/or text message by the customer for reasons that cannot be attributed to OVS S.p.A. (examples included but not limited to: an incorrect or incomplete email address or an email address that is no longer active; a full mailbox; a lack of response to the email from the host computer; a disabled mailbox; a blacklisted email address; a mailbox that automatically sends the email to its spam or junk folder; a mobile number that is incorrect, does not exist, or has been reassigned to someone else; a handset that is switched off and/or unreachable for several days, making it impossible to deliver the text message; restrictions in the handset settings; etc.).*

#### 6.5 Additional benefits

During the period of validity indicated in paragraph 2, further benefits may be introduced and the relative details communicated in the manner deemed most appropriate.

#### 6.6 Expiry of rewards

The rewards are exclusively for the customer who has joined the programme; if they are not used before their expiry, all rights are lost and there is no entitlement to any refund or conversion, in any form.

### 7. **Additional offers (where applicable)**

Members may receive additional promotional offers (if necessary reserved for specific categories based on the predetermined characteristics and/or based on particular requirements) that will be communicated in the manner deemed most appropriate.

### 8. **In case of closure of a participating store**

In the event a participating Stefanel store should interrupt the programme (e.g., closure, closure of business, etc.), members can use other participating stores. To find the nearest participating store, customers can visit stefanel.com.

### 9. **Specifications**

Participation in the programme is regulated as outlined in this document. OVS S.p.A. reserves the right to make changes this programme, without prejudiced to the rights acquired by the members up to that moment; in this case, OVS S.p.A. commits to communicating these changes with at least 30 calendar days of prior notice. Any changes will take effect from the date indicated in the relative communication. An updated version of this document is available on stefanel.com. If a member does not



accept the changes made, they have the right to cancel their enrolment in the programme, a right that they have in any case in any moment.

It is the responsibility of the member to ensure that the contact and participation details are correct and active; if this is not the case the participation in and/or use of the entitled benefits will not be guaranteed.

OVS S.p.A. refuses all liability for problems of access, hindrance, malfunction or problems with technical instruments, computers, telephone lines, wiring, electronics, software and hardware, transmission or connection, which may prevent access to the website; likewise, no liability is accepted for problems caused by the configuration of the user's devices and methods of accessing the internet, which may affect participation in the programme.

If there should be any use of methods and/or tools that are fraudulent and/or in violation of what has been established in this document, the members involved will be excluded from the programme and will lose all possible rights. Thus, OVS S.p.A. reserves the right to proceed, in the terms deemed most appropriate and subject to applicable laws, by limiting and suppressing every initiative that has the purpose of eluding the system and the mechanics of the programme.

## **10. Communication**

This initiative is advertised in participating Stefanel stores, as well as by email and any other means deemed appropriate by OVS S.p.A. .

## **11. Processing of personal data**

The personal data provided by the data subject when signing up to the programme, or later, are processed by OVS S.p.A., the data controller, in full compliance with EU Regulation 2016/679 (GDPR), according to the policy provided when signing up.

*This initiative does not fall within the scope of D.P.R. 26.10.2001, no. 430.*