

**General Conditions of Sale - Users**  
**Applicable to 23 May 2023**

These general conditions of sale are applicable and will govern all contractual relationships between the company Tilli and a Final Customer and/or between a Final Customer and a Service Provider.

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**Article 1 – Definitions**

The terms and expressions referred to below mean, when preceded by a capital letter, for the purposes of the interpretation and execution of these General Conditions of Sale:

« *Client Final* »: User using the Site to carry out one or more Services via the Site

« *Order* »: order placed by the Final Customer with Tilli via the Site for the performance of Service(s) by the Service Provider and possible subsequent additions of Service(s)

« *Terms of Sales* »: the general conditions of sale applicable on the day of the Order and which supplement the General Conditions of Use

« *Terms of Service* »: the general conditions of use of the Site applicable to all Users and which supplement the General Conditions of Sale

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« *CONTRACT* »: the whole constituted by the General Conditions of Sale and the General Conditions of Use

« *Client area* »: Personal space of the Final Customer which is dedicated to him on the Site

« *Brand* »: a brand of clothing, accessories or textile decoration having concluded a partnership contract with Tilli, which can cover part of the Total Price invoiced to the End Customer under a Brand Offer

« *Brand Offer* »: the amount that a Brand wishes to offer to its customer who orders Services via the Site, as part of a partnership contract concluded with Tilli.

« *Provider* »: Professional service provider and self-employed user who works independently and on his own account and providing one or more Services entrusted by a Final Customer via the Site

« *Connection Price* »: the price paid by the Final Customer to Tilli for the connection with the Service Provider

« *Price Services* »: the total amount of the cumulative prices of the Services which are the subject of the Order; this amount only includes the price of the retouching service due to the Service Provider

« *Total price* »: designates the total price invoiced to the Final Customer, including the Services Price and the Contact Price, and where applicable the delivery or travel costs if these are not covered as part of the Services Price

« *Service(s)* »: the service(s) of tailors at home, from alteration to creation, entrusted to a Service Provider via the Site accessible at the address [www.tilli.com](http://www.tilli.com)

« *Service(s) Ordered* »: the service(s) offered by a Service Provider via the Site And listed in the Order

« *Site* »: website of the Tilli company, accessible at the address [www.tilli.com](http://www.tilli.com), and the Tilli mobile application used by Tilli to connect End Customers and Service Providers, as well as the Tilli plugins available on partner sites, and the Tilli platforms made available to Brands

« *Dill* » : the Tilli company, a simplified joint stock company registered in the Trade and Companies Register under number 825 038 938 RCS Paris, whose head office is located at 19 boulevard Saint Denis, 75002 Paris, VAT number FR 30825038938, email address: [contact@tilli.fr](mailto:contact@tilli.fr), and publisher of the website accessible at [www.tilli.com](http://www.tilli.com)

« *User* »: any person using the Site or a Service, as a Final Customer or Service Provider

## **Article 2 – Application of the General Conditions of Sale**

**2.1**The General Conditions of Sale are accessible at any time on the Site and can be saved and/or printed. When the End Customer registers on the Site, they will also be communicated to them by email on a durable medium.

The General Conditions of Sale apply, without restriction or reservation and as of right, to any relationship between Tilli and the End Customer, from its registration on the Site by the End Customer (including when the End Customer registers on the Site via a Tilli plugin integrated on a partner site, or

when a Brand registers the End Customer on the Site with their agreement, via the Tilli platform during an in-store purchase).

The General Conditions of Sale are also applicable to any Order by a Final Customer for Services provided by a Service Provider made via the Site or through Tilli, regardless of the clauses that may appear on the Service Provider's documents (such as its general conditions of service) and/or the Final Customer (in particular its general conditions of purchase).

Registration on the Site by the Customer Final, and any Order placed via the Site or through Tilli, implies that the Final Customer consults and expressly accepts the General Conditions of Sale, which can be saved and/or printed. This validation implies acceptance without restriction or reservation of the entirety of the General Conditions of Sale. No registration or Order will be accepted if the General Conditions of Sale and the General Conditions of Use are not previously accepted by the Final Customer.

The General Conditions of Sale may be modified at any time by Tilli without notice. The Final Customer will be informed of any modification made to the General Conditions of Sale by email to the address indicated during registration and by a message when connecting to the Site. Modifications to these General Conditions of Sale are binding on End Customers from the date they are posted on the Site and cannot apply to transactions previously concluded; the version applicable to the Order is that in force on the Site on the date of its validation. In the event of refusal of these modifications, the End Customer undertakes to inform Tilli not to make any further use of the Site.

**2.2**The End Customer is informed that any acceptance by a Service Provider to carry out an ordered Service implies, on the part of the Service Provider, prior, full and unreserved acceptance of the General Conditions of Service - Service Provider, and the General Conditions of Use of the Site .

**2.3**The information appearing on the Site is given for informational purposes only and may be revised at any time. Tilli has the right to make any modifications that it deems useful.

**2.4**The End Customer acknowledges and guarantees having the capacity and age required (majority) to acquire the Services offered on the Site.

### **Article 3 – Duration**

The Contract takes effect on the date of registration of the End Customer on the Site, and will be applicable to all Orders placed by the End Customer via the Site / through Tilli.

### **Article 4 – Registration on the Site**

#### *4.1 End Customer registration form on the Site*

In order to register on the Site, and to be able to place Orders for Services, the End Customer must first complete and return a Registration Form on the Site.

The Customer Form involves the communication of all data and information requested during the operation, and in particular:

- Name
- First name
- Address
- E-mail address

- Phone number
- Type(s) of sewing work sought
- Bank details
- Code promo
- Material typology
- Item details

The information required in the Form marked with an asterisk is necessary for registration on the Site. Answers to questions not preceded by an asterisk are optional and have no impact on registration on the Site.

Tilli confirms receipt of the Form by sending an email to the email address provided in the Form.

The End Customer is solely responsible for all the data he provides and provides to Tilli and, in general, for all the content he communicates via the Site and guarantees Tilli that the information is accurate, precise and complete and that they do not infringe any third party rights or contravene any legislation or regulations in force.

The End Customer is solely responsible for loss and/or damage resulting from incomplete or misleading elements and/or information transmitted to Tilli or communicated via the Site.

It is up to the Final Customer to take all measures to ensure the protection of data and software stored on their computer, in particular against contamination by viruses, or spyware (spyware) which could be introduced by third parties via the internet.

The End Customer guarantees Tilli that its activity carried out on and via the Site will not be contrary to any law or regulation in force, Tilli cannot be held responsible for any activity of the End Customer on or via the Site.

The Final Customer undertakes to systematically update the data and information concerning him on the Site.

#### *4.2 Customer Area*

Once the Final Customer is registered on the Site, he will benefit from access to a personal space dedicated to him, the Customer Space, on which he can:

- Modify your personal information or that relating to your business;
- Modify your addresses for your upcoming appointments;
- Add/delete saved bank cards;
- View scheduled appointments;
- View your Order history, as well as the amount and details of each order placed;
- Contact Tilli.

#### *4.3 Login ID and Password Security*

The connection identifier and password are confidential and reserved for the personal use of the End Customer, excluding any use made of them by third parties. Thus, the End Customer undertakes to preserve the confidentiality of its connection identifiers and password and under no circumstances to transmit them to third parties. The End Customer is presumed responsible for any action resulting from

a connection to the Site using his connection identifier, and therefore, Tilli cannot under any circumstances be held responsible for the consequences of this use.

In the event of loss of the password, the End Customer has a dedicated link on the home page of the Site "Lost password". The End Customer will then be asked to enter their email address and validate the page. Following validation of this page, an email will be sent to the address indicated, and the End Customer will be asked to click on an activation link in order to verify the email address. The End Customer will be sent to a page on the Site where they can choose a new password.

In the event of unauthorized use of their password by a third party, the End Customer is required to change this password via the dedicated page of the Site.

## **Article 5 - Orders**

**5.1** It is expressly recalled and accepted by the Final Customer that the Site is strictly an online networking platform through which Tilli allows Customers Final to enter into contact with Service Providers with a view to placing orders for Services. Contracts entered into via the Site for the purposes of an Order for Services are concluded directly between the Client Final and the Service Provider. Tilli's liability can therefore under no circumstances be sought due to any damage, for any reason whatsoever (including in connection with the quality and safety requirements applicable to the clothing and accessories covered by the Services Ordered, in particular intended to children), occurring on the occasion of, in connection with or as a result of the execution of the Ordered Services. However, in the event of a complaint relating to the Services provided by a Service Provider, the End Customer is invited to contact Tilli directly, which is in charge of the centralized management of disputes on behalf of the Service Providers.

**5.2** In accordance with the provisions of article 1126 of the Civil Code, the End Customer expressly accepts the use of electronic mail for the communication of all information necessary or requested for the conclusion of the Contract or that which is sent during its execution.

**5.3** To be able to place an Order, the End Customer must have registered on the Site, in accordance with the procedure described in Article 4.1 of these General Conditions of Sale.

Orders for Services are placed exclusively via the Site. The initial Order is the subject of a summary including in particular the Service requested, the Total Price estimated on the basis of the Tilli price list (not final) and including delivery/travel costs, address, date, appointment time, etc.

Before validating the initial Order, it is up to the Final Customer to verify the accuracy of the information in the Order and its elements and, where applicable, to identify and correct errors. Validation of the Order implies acceptance without restriction or reservation of all of the General Conditions of Sale.

No Order will be accepted if the General Conditions of Sale and the General Conditions of Use are not previously accepted by the Final Customer.

**5.4** Once an appointment has been validated with a Service Provider, the Service Provider will go to the address indicated on the agreed date in order to evaluate the alterations and issue a final quote.

In the event of refusal and/or unavailability of the Service Provider to carry out the Ordered Services, Tilli will notify the End Customer by email, SMS or telephone call depending on the emergency and, to the extent possible, will suggest another Service Provider who can carry out said Services.

Only the Service Provider can validate the Order, and define the final Service Price associated with it. During this meeting, the End Customer may add other Services, not indicated in the initial Order, if the Service Provider accepts it. The Service Provider will finalize the final Order with the End Customer before validation on the Site.

In this regard, the taking into account of the final Order and the acceptance thereof during the meeting with the Service Provider are confirmed by sending an email to the Final Customer at the email address indicated by the latter. here in their Customer Form. The End Customer acknowledges and accepts that this email has probative value regarding the Services Ordered, and that their bank card will be debited on this basis.

The contract between the Final Customer and the Service Provider is formed upon validation of the final Order.

**5.5** It is expressly provided and accepted by the Final Customer that no Order can be placed within a period of less than 2 hours before the desired date for the performance of the Services.

**5.6** Tilli reserves the right to refuse to connect a Final Customer and a Service Provider with regard to any Order which appears to it to be contentious or fraudulent and any Order by a Final Customer with whom there is a dispute of any nature, past or in progress. and in particular a dispute relating to the payment of a previous order.

## **Article 6 – Modification – Cancellation of Order**

### *6.1 Cancellation or modification of the appointment / Order by the End Customer*

Any modifications to the Order requested by the End Customer, in particular the date and time of completion of the Service, must be notified without delay by the End Customer to Tilli by email at the address: [contact@tilli.fr](mailto:contact@tilli.fr) or on the Site and this, until 15 hours before the originally scheduled date and time. If this deadline is not respected, the Final Customer may cancel the Order under the conditions defined below.

The End Customer may cancel an Order, free of charge, up to 15 hours before the initially scheduled appointment date and time.

In the event of cancellation by the End Customer of an Order within a period between 15 hours and 2 hours before the date and time initially scheduled for the first meeting with the Service Provider, the latter will be charged a fixed penalty equal to 15 euros including tax taken using the bank details provided on the Customer Form.

In the event of cancellation by the Final Customer of an Order within 2 hours before the date and time initially scheduled for the first meeting with the Service Provider, the latter will be charged a fixed penalty equal to 25 euros including tax, of which 14 euros will be paid to the Service Provider, debited using the bank details provided on the Customer Form.

### *6.2 Cancellation or modification of the Order by the Service Provider*

In the event of cancellation of the Order by the Service Provider or unavailability, Tilli will make its best efforts to offer the End Customer another Service Provider who can carry out the Services Ordered, however, Tilli cannot guarantee or incur liability if it does not arrive. not replace it on time.

In any event, Tilli cannot under any circumstances be held responsible towards the Final Customer for any delay in the completion of this Order, for direct or indirect damage occurring during the cancellation of the Order by the Service Provider or in relation to this, or in the event that it would be unable to offer a new Service Provider to the Final Customer to carry out the canceled Order.

### **Article 7 – Right of withdrawal**

In accordance with article L. 221-18 of the Consumer Code, the Final Customer has a period of 14 days to withdraw without having to justify its decision or to bear costs other than those provided for in articles L. 221-23 to L. 221-25 of the Consumer Code. This period runs from the day of validation of the final Order (during the meeting with the Service Provider). To this end, the Final Customer must send to [contact@tilli.fr](mailto:contact@tilli.fr) the withdrawal form accessible in the Appendix to the General Conditions of Sale, before the withdrawal period expires. This withdrawal will result in a full refund of the Total Price paid by the Final Customer for the Order subject to the right of withdrawal.

However, in accordance with article L. 221-28 of the Consumer Code, the right of withdrawal cannot be exercised in particular concerning (i) Services fully executed before the end of the withdrawal period and whose execution has started after express prior agreement of the consumer and express waiver of his right of withdrawal as well as (ii) for the supply of goods made to the consumer's specifications or clearly personalized.

### **Article 8 – Conditions of execution of the Services**

**8.1** The End Customer undertakes to entrust to the Service Provider only those Services which strictly comply with the Services Ordered. Otherwise, additional costs will be billed. In any case, the End Customer may ask the Service Provider to add the Services to the Order during the first meeting with the Service Provider. The Service Provider is free to accept or not the addition of these Services.

The End Customer also undertakes to be present on the meeting date and time agreed in the Order and to do what is necessary for the smooth execution of the Order. In the event of absence, the cancellation fees provided for in Article 6.1 apply.

**8.2** When performing the Service, the End Customer undertakes not to adopt hostile or discriminatory behavior and in particular, without this list being exhaustive, linked to religious affiliation, physical appearance, gender, membership ethnicity, sexual orientation, age and/or health status, etc.

**8.3** At the end of the finalization of the Services Ordered, the Site offers the End Customer to rate the Service Provider's services as well as to write comments. The End Customer undertakes and guarantees that it will not write any comments which may, in any way whatsoever, constitute defamatory, insulting, denigrating content, etc. or in any way contrary to any law or regulation.

Tilli is, in any event, not responsible for any opinion and/or rating that the End Customer may attribute to the Service Provider.

### **Article 9 – Payment conditions by the Final Customer**

### *9.1 Price and billing*

The price of the Services (Total Price) is broken down into a Contact Price, invoiced inclusive of tax by Tilli to the Final Customer, and a Services Price, invoiced excluding tax or inclusive of tax by the Service Provider, depending on whether the Service Provider is subject to tax or not. to VAT.

When the Service Provider itself delivers the retouched items to the End Customer, the Services Price includes the Service Provider's travel costs.

When Tilli takes care of the delivery or handover of the retouched items to the Final Customer, the Total Price thus includes the Services Price, the Price and Contact Us, and the delivery/travel costs, which are invoiced including tax by Tilli.

The Final Customer will be informed of the amount of these delivery/travel costs when validating the initial Order, depending on the area where the Services are carried out.

Payment of the sums due to the Service Provider (Service Price) and to Tilli (Connection Price) will be made by bank card (Carte Bleue, VisaTM, MasterCardTM) on the Site via the payment platform specialized in marketplace "Mangopay" ([www.mangopay.com](http://www.mangopay.com)) provided by the company Leetchi Corp SA, a company incorporated under Luxembourg law.

Any payment made on the Mangopay platform entails express and unreserved acceptance of all of Mangopay's general conditions of use, which are accessible on the Site online or by download.

Tilli will send by email to the Final Customer the corresponding invoices, on the one hand, for the connection services provided by Tilli (Relationship Price), and on the other hand, on behalf of the Service Providers and within the framework of an invoicing mandate given to Tilli, for the retouching services provided by the Service Provider (Service Price). The two invoices can be presented on the same document.

At no time does Tilli collect or have access to the End Customer's information relating to their bank details and the means of payment used to pay for the Service.

### *9.2 Payment conditions and deadlines*

When the End Customer makes an appointment with a Service Provider during their initial Order, and the appointment date is confirmed, Tilli will ask the End Customer to secure their appointment by providing a bank imprint. The Final Customer's bank card will under no circumstances be debited before validation of the final Order during the meeting with the Service Provider, except under the conditions of article 6.1 hereof.

In the event that the End Customer does not provide their banking imprint within a period of 2 hours before the agreed time of the appointment with the Service Provider, Tilli reserves the right to cancel the appointment, if necessary, the End Customer will be notified by email or telephone.

The sums due are payable in full and in a single payment at the end of the first meeting between the Final Customer and the Service Provider, after validation of the final Order, and the actual deduction of the Total Price will take place at the same time.

The End Customer undertakes to ensure that it has the necessary authorizations and sufficient funds to pay the Total Price. If the bank refuses to make payment, the End Customer will be notified by email. Tilli and the Service Provider thus reserve the right to postpone the completion of the Services, and to keep the items entrusted as part of the Services, upon actual receipt of payment of the Total Price. If, after a period of 14 days, no payment has been received, the Order will be automatically canceled and Tilli and the Service Provider reserve the right to return the unretouched items to the Final Customer.

### *9.3 Brand Offer*

The customerFinal is informed that in certain situations, Brands which have concluded a partnership contract with Tilli wish to offer their customers, who also become Final Customers to the extent that they order Services via the Site, part of the price of alterations (the "Brand Offer").

In this regard, it is expected that:

- (i) In the event that the Brand Offer is less than or equal to the Connection Price, the payment conditions described in Article 9.1 will apply;
- (ii) In the event that the Brand Offer is higher than the Contact Price, the End Customer will pay the Service Provider via Mangopay the maximum price remaining to be paid by the End Customer after application of the Brand Offer to the Total Price.

The difference between the Service Price due to the Service Provider, and the price paid by the Final Customer is thus borne by the Brand under the partnership contract concluded between Tilli and the Brand, and will be paid to the Service Provider by Tilli (which will do its part). matter of obtaining the sums corresponding to the Brand Offer from the Brand).

The Service Provider will thus invoice the entire Service Price to the End Customer (even in the event that the Brand Offer is equivalent to the entire Total Price, and where the End Customer therefore has nothing to pay), but will be paid where applicable, in part by the Final Customer and by Tilli, as part of its partnership with the Brand and the latter's payment of a certain amount.

## **Article 10 – Liability – Guarantee**

**10.1** It is expressly recalled and accepted by the Final Customer that theSite is strictly an online connection platform through which Tilli allows End Customers to enter into contact with Service Providers with a view to placing orders for Services.

The Service Provider is solely responsible for all of the Services that it performs on behalf of a Final Customer.

Tilli does not guarantee and cannot under any circumstances be held liable to anyone, in particular to a Final Customer or a Service Provider, without limitation, for:

- the accuracy, completeness and/or timeliness of the information and data provided by the End Customer;
- the accuracy of the information provided by the Service Provider on its administrative, legal and tax situation;

- the satisfaction of the End Customer, the aptitude, quality and/or suitability of a Service Provider and/or the execution of a Service by a Service Provider to a service sought by the End Customer or to an Order for which the Final Customer would hire it;
- any Service provided by the Service Provider;
- the choice of the Services Ordered by the Final Customer and the adequacy of his Order to his real needs and/or to the quality and safety requirements applicable where applicable;
- the choice of a Service Provider by the Final Customer for the completion of an Order;
- any damage whatsoever resulting from any fault or behavior of any Service Provider or End Customer;

and, in particular, Tilli declines all liability for any indirect, special or incidental damages occurring on the occasion of, in connection with or following the use of the Site and/or the Services by Users or which would result therefrom.

**10.2** Tilli will do its utmost to ensure that the Site functions correctly at all times and allows Users access to the Site. However, interruptions may occur for maintenance or update reasons, in the event of emergency repairs or in the event of failure of telecommunications systems or other technical problems beyond the control of Tilli. Tilli cannot be held responsible in the event of force majeure, computer attack (piracy, hacking, etc.), breakdown (or malfunction) of equipment (in particular computers), telecommunications and computer networks (in particular internet) or electric current, etc., particularly when these events result in a delay, a lack of performance or an interruption of access to the Site. Generally speaking, Tilli cannot be held responsible for a failure which is not its fault.

Tilli may temporarily suspend or limit access to the Site, immediately and without prior notification, when Tilli believes, in its sole discretion, that the Site is experiencing or will experience a serious threat to the security of data and/or its system. (e.g.: security vulnerability which could for example come from the antivirus or operating system publisher, etc.).

**10.3** Tilli's liability can only be incurred in the event of non-performance of its commitments resulting from the General Conditions of Sale and is limited to direct and personal damage, to the exclusion of any indirect damage, of any nature whatsoever.

In any event and under any circumstances, and within the limits permitted by law and in particular consumer law, in the event that Tilli's personal liability is incurred, Tilli's total liability for any claims or damages, shall not be may exceed the highest amount between the amount of the Connection Price paid by the Final Customer for the Service which is the subject of the complaint, and 100 euros.

### **Article 11 – Independence of the parties**

The parties will act at all times completely independently of each other and no stipulation in the General Conditions of Sale may be interpreted as creating any subsidiary or joint venture or de facto company created between the parties.

### **Article 12 – Personal data**

As part of and for the purposes of carrying out the Services, Tilli collects the personal data of End Customers. The terms of personal data processing carried out by Tilli are detailed in the General Conditions of Use [https://tilli.fr/CGU\\_Tilli\\_20230523.pdf](https://tilli.fr/CGU_Tilli_20230523.pdf).

### **Article 13 – Divers**

**13.1**In the event that any of the stipulations of the General Conditions of Sale would be considered to be void, illegal or unenforceable by a competent court or by an authority having jurisdiction to do so, or in application of a legislative or regulatory text in force, the contractual stipulation concerned will be deleted without the validity or enforceability of the other stipulations of the General Conditions of Sale being affected, subject to the maintenance in force of the essential provisions of the General Conditions of Sale. The parties will consult and negotiate in good faith in order to try to find the means to implement the object pursued by this stipulation.

**13.2**The fact for one of the parties not to exercise a right or not to request from the other the execution of an obligation incumbent on the latter under the General Conditions of Sale, will not constitute a waiver of the exercise of this right or the performance of this obligation, nor does it exempt the defaulting party from future performance of its obligations under the Contract in accordance therewith.

**13.3** The execution of the Services and/or the use of the Site does not entail any transfer of any intellectual property rights relating to any of the elements or content of the Site, of which Tilli is the sole owner, for the benefit of the User ; any extraction, reproduction, compilation or reuse not expressly authorized constitutes an infringement of Tilli's rights.

**13.4**The End Customer expressly authorizes Tilli to reproduce the photographs it has taken of the creations made in execution of the Order on all of its communication media, whatever the nature or media and in particular on the internet and on any promotional support free of charge. As such and considering that such photographs and/or these creations are considered protectable under copyright, the Final Customer therefore grants Tilli, on a non-exclusive and free basis, for the entire world or for the legal duration of their protection, the rights of reproduction, representation and adaptation of these photographs by all means, both current and future, and in any form or medium whatsoever (already known or subsequently discovered). This right implies in particular the right for Tilli to publish, distribute, edit any website, document or any object incorporating a reproduction of all or part of these photographs.

#### **Article 14 – Early termination**

**14.1** The Contract will be terminated automatically if during its execution one of the parties does not respect its contractual obligations and does not remedy its breach within seven (7) days of receipt of a registered letter with acknowledgment receipt sent by the other party putting it on notice to perform the obligation incumbent upon it.

**14.2**The Contract will be terminated automatically by Tilli, and without prior notice, if during its execution the User does not respect its obligations as defined in the General Conditions of Sale or in the General Conditions of Use, and /or that this non-compliance is likely to give rise to civil and/or criminal liability or otherwise infringe the rights of third parties. Such termination would result, without prior notice, in an immediate suspension of access to the Site, without prejudice to any damages that Tilli could claim.

#### **Article 15 – Applicable law – Disputes**

The General Conditions of Sale and the operations resulting from them are subject to French law. They are written in French. In the event that they are translated into one or more languages, only the French text will be authentic in the event of a dispute.

In the event of a dispute, the parties will use their best efforts to attempt to resolve the dispute amicably. In the event of failure, the End Customer is informed that he can choose to resort to mediation free of charge.

The consumer mediator to which Tilli reports is Mediation of Consumption & Heritage. The End Customer can contact him by writing to Concord - 12 Square Desnouettes – 75015 Paris. Its website is <https://mcpmediation.org/>.

The End Customer can also go to the European online dispute resolution platform, accessible at: <https://webgate.ec.europa.eu/odr/>.

Any claim or dispute arising from the validity, interpretation or execution of these General Conditions of Sale will be submitted to the competent courts within the jurisdiction of the Paris Court of Appeal, under the conditions of common law. In the event that the End Customer is a consumer, he may also take legal action before the courts of his domicile.

ANNEX - WITHDRAWAL FORM

To the attention of Tilli, 14 rue de Naples, 75008 Paris, Tel: 01 84 80 05 39, email:[contact@tilli.fr](mailto:contact@tilli.fr) :

I hereby notify you of my withdrawal from the contract for the provision of services below:

Ordered on:

Name of consumer(s):

Address of the consumer(s):

Signature of the consumer(s) (only if this form is notified on paper):

Date :