

General Terms and Conditions of Sale – Users
Effective as of 15/04/2025

These general terms and conditions of sale apply to and govern all contractual relations between the company Tilli and an End Client and/or between an End Client and a Service Provider.

Summary

Article 1 – Definitions

Article 2 – Application of the General Terms and Conditions of Sale

Article 3 – Duration

Article 4 – Registration on the Website

Article 5 – Orders

Article 6 – Modification - Cancellation of Orders

Article 7 – Right of Withdrawal

Article 8 – Terms of Service Execution

Article 9 – Payment Terms by the End Client

Article 10 – Liability – Warranty

Article 11 – Exclusivity

Article 12 – Independence of the Parties

Article 13 – Personal Data

Article 14 – Miscellaneous

Article 15 – Early Termination

Article 16 – Governing Law – Disputes

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 Terms and Conditions of Sale:

“End Client”: User using the Website with the intention of having one or more Services carried out via the Website

“Order”: order placed by the End Client with Tilli via the Website for the performance of Service(s) by the Service Provider and any subsequent additions of Service(s).

“General Terms and Conditions of Sale”: the general terms and conditions of sale applicable on the day of the Order and which complement the General Terms and Conditions of Use

“General Terms and Conditions of Use”: the general terms and conditions of use of the Website applicable to all Users and which complement the General Terms and Conditions of Sale

“Contract”: the set composed of the General Terms and Conditions of Sale and the General Terms and Conditions of Use

“Client Area”: Personal area of the End Client dedicated to them on the Website

“Brand”: a clothing, accessories or textile decoration brand that has entered into a partnership agreement with Tilli, and may cover part of the Total Price charged to the End Client under a Brand Offer

“Brand Offer”: the amount that a Brand wishes to offer its customer who orders Services via the Website, as part of a partnership agreement concluded with Tilli

“Service Provider”: a professional self-employed User who works independently on their own account and provides one or more Services entrusted by an End Client via the Website

“Connection Fee”: the price paid by the End Client to Tilli for the connection with the Service Provider

“Service Price”: the total sum of the prices of the Services that are the subject of the Order; this amount includes only the price of the tailoring or alteration service owed to the Service Provider

“Total Price”: refers to the total price charged to the End Client, including the Service Price and the Connection Fee, and, if applicable, delivery or travel costs if these are not included in the Service Price

“Appointment Fee”: refers to the total price charged to the End Client, for a consultation service provided, in cases where the Services cannot be carried out or if the End Client has exercised their right of withdrawal

“Product”: refers to the item belonging to an End Client on which the Service Provider works. Products may include clothing, wedding dresses, accessories, or textile decoration items such as curtains or tablecloths

“Appointment”: consultation service ordered by the End Client from Tilli via the Website for the purpose of carrying out Service(s) by the Service Provider and any subsequent addition of Service(s)

“Service(s)”: the tailoring services carried out at home, from alterations to creation, entrusted to a Service Provider via the Website accessible at www.tilli.fr

“Ordered Service(s)”: the service(s) offered by a Service Provider via the Website and listed in the Order

“Website”: Tilli’s website, accessible at www.tilli.fr, and the Tilli mobile app used by Tilli to connect End Clients and Service Providers, including Tilli plugins available on partner websites, and Tilli platforms made available to Brands

“Tilli”: the company Tilli, a simplified joint-stock company registered with the Trade and Companies Register under number 825 038 938 RCS Paris, with headquarters located at 14 rue Chaptal 75009 Paris, VAT number FR 30825038938, email address: contact@tilli.fr, and publisher of the website accessible at www.tilli.fr

“User”: any person using the Website or a Service, either as an End Client or a Service Provider

Article 2 – Application of the General Terms and Conditions of Sale

2.1 The General Terms and Conditions of Sale are accessible at any time on the Website and may be saved and/or printed. When the End Client registers on the Website, they will also be provided with these terms by email on a durable medium.

The General Terms and Conditions of Sale apply, without restriction or reservation and by operation of law, to any relationship between Tilli and the End Client, from the moment the End Client registers on the Website (including when the End Client registers via a Tilli plugin integrated on a partner website, or when a Brand registers the End Client on the Website with their consent, via the Tilli platform during an in-store purchase).

The General Terms and Conditions of Sale also apply to any Order placed by an End Client for Services rendered by a Service Provider via the Website or through Tilli, regardless of any clauses that may appear in the Service Provider's (such as their general service conditions) and/or the End Client's documents (such as their general purchasing conditions).

Registration on the Website by the End Client, and any Order placed via the Website or through Tilli, implies that the End Client reviews and expressly accepts the General Terms and Conditions of Sale, which can be saved and/or printed. This confirmation implies full and unconditional acceptance of all the General Terms and Conditions of Sale. No registration or Order will be accepted if the General Terms and Conditions of Sale and the General Terms and Conditions of Use are not accepted beforehand by the End Client.

The General Terms and Conditions of Sale may be modified at any time by Tilli without prior notice. The End Client will be informed of any changes to the General Terms and Conditions of Sale by email sent to the address provided during registration and through a message when logging in to the Website. These changes become binding on End Clients once they are published on the Website and do not apply to transactions concluded prior to that date; the version applicable to the Order is the one in effect on the Website at the time of its validation. In case of refusal of these changes, the End Client agrees to cease all use of the Website.

2.2 The End Client is informed that any acceptance by a Service Provider to perform an ordered Service implies the Service Provider's full, prior, and unconditional acceptance of the General Terms and Conditions of Service – Service Provider, and the General Terms and Conditions of Use of the Website.

2.3 The information provided on the Website is for guidance only and may be revised at any time. Tilli reserves the right to make any modifications it deems useful.

2.4 The End Client acknowledges and guarantees that they have the legal capacity and required age (legal majority) to purchase the Services offered on the Website.

Article 3 – Duration

The Contract takes effect on the date the End Client registers on the Website and shall apply to all Orders placed by the End Client via the Website / through Tilli.

Article 4 – Registration on the Website

4.1 End Client Registration Form on the Website

To register on the Website and be able to place Orders for Services, the End Client must first complete and submit a registration form on the Website.

The Client Form requires the provision of all data and information requested during the process, including:

- Last name
- First name
- Postal address
- Email address
- Phone number
- Type(s) of sewing work requested
- Bank details
- Promo code
- Type of material
- Item details

The information marked with an asterisk in the Form is mandatory for registration on the Website. Responses to questions not marked with an asterisk are optional and have no impact on registration.

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

The End Client is solely responsible for all data they enter and provide to Tilli and, more generally, for all content they communicate via the Website. The End Client guarantees that the information is accurate, precise, and complete and that it does not infringe on any third-party rights or violate any laws or regulations in force.

The End Client is solely responsible for any loss and/or damage resulting from elements and/or information transmitted to Tilli or communicated via the Website that are incomplete or false.

It is the End Client's responsibility to take all necessary measures to ensure the protection of data and software stored on their computer, particularly against contamination by viruses or spyware that may be introduced by third parties via the internet.

The End Client guarantees Tilli that their activity carried out on and through the Website will not violate any applicable laws or regulations. Tilli cannot be held liable for any activity of the End Client on or through the Website.

The End Client undertakes to keep their data and information up to date on the Website at all times.

4.2 Client Area

Once the End Client has registered on the Website, they will have access to a personal area dedicated to them, the Client Area, where they can:

- Modify their personal or business-related information;
- Edit their addresses for upcoming appointments;
- Add/remove saved bank cards;
- View scheduled Appointments;
- Cancel/reschedule their upcoming Appointment requests;
- Access their Order history, including the amount and details of each past order;
- Contact Tilli.

4.3 Login and Password Security

The login credentials and password are confidential and reserved for the End Client's personal use only, excluding any use by third parties. As such, the End Client agrees to keep their login credentials and password strictly confidential and never share them with third parties. The End Client is presumed responsible for any activity resulting from a login to the Website using their credentials, and therefore, Tilli shall not be held liable under any circumstances for the consequences of such use.

In the event of a lost password, the End Client may use the dedicated "Forgot Password" link on the Website's homepage. The End Client will be asked to enter their email address and validate the form. Following this validation, an email will be sent to the address provided, and the End Client will be asked to click on an activation link to verify the email address. The End Client will then be redirected to a page on the Website to choose a new password.

In the event of unauthorized use of their password by a third party, the End Client is required to change their password via the dedicated page on the Website.

Article 5 – Orders

5.1 It is expressly stated and accepted by the End Client that the Website is strictly an online matchmaking platform through which Tilli enables End Clients to connect with Service Providers and arrange an Appointment in order to place Service orders. Contracts concluded via the Website for the purpose of Service Orders are made directly between the End Client and the Service Provider. Therefore, Tilli cannot be held liable under any circumstances for any damage, of any kind (including related to quality and safety requirements applicable to clothing and accessories that are the subject of the Ordered Services, especially those intended for children), occurring during, in connection with, or as a result of the execution of the Ordered Services. However, in the event of a complaint related to the Services provided by a Service Provider, the End Client is invited to contact Tilli directly, who manages the centralized handling of disputes on behalf of the Service Providers.

In the event of a dispute, the End Client must file a complaint by writing to contact@tilli.fr (Tilli will then forward the complaint form available via the following link: <https://tillifrance.typeform.com/to/S9YTBr3K>) within the following deadlines: 3 months for any item eligible for the Repair Bonus and 2 months for any other item.

5.2 In accordance with the provisions of Article 1126 of the French Civil Code, the End Client expressly agrees to the use of email to receive all necessary or requested information for the conclusion of the Contract, as well as any communications sent during its execution.

5.3 To place an Order, the End Client must have registered on the Website in accordance with the procedure described in Article 4.1 of these General Terms and Conditions of Sale.

Service Orders are placed exclusively through the Website. The initial Order is summarized with details including the requested Service, the estimated Total Price based on Tilli's pricing scale (non-final), including any delivery/travel fees, address, date, appointment time, etc.

Before validating the initial Order, it is the End Client's responsibility to verify the accuracy of the Order details and, if necessary, identify and correct any errors. Validation of the Order implies full and unconditional acceptance of the entire General Terms and Conditions of Sale.

No Order will be accepted unless the General Terms and Conditions of Sale and the General Terms and Conditions of Use are first accepted by the End Client.

5.4 Once an appointment is confirmed with a Service Provider, the Service Provider will go to the specified address on the agreed date to assess the requested alterations and issue a final quote.

In case the Service Provider refuses or is unavailable to perform the Ordered Services, Tilli will inform the End Client by email, SMS, or phone call depending on the urgency, and will attempt, as far as possible, to propose another Service Provider who can perform the said Services.

Only the Service Provider can validate the Order and define the final Service Price associated with it. During this appointment, the End Client may add additional Services not included in the initial Order, subject to the Service Provider's approval. The Service Provider will finalize the definitive Order with the End Client before validation on the Website.

In this regard, the confirmation and acceptance of the definitive Order during the appointment with the Service Provider is confirmed by an email sent to the End Client at the email address provided in their Client Form. The End Client acknowledges and agrees that this email serves as proof of the Ordered Services, and that their bank card will be charged on that basis.

The contract between the End Client and the Service Provider is formed upon validation of the definitive Order.

5.5 It is expressly provided and accepted by the End Client that no Order may be placed less than 3 hours before the desired date for the Services to be performed.

5.6 Tilli reserves the right to refuse to connect an End Client with a Service Provider for any Order that appears to be suspicious or fraudulent, or if there is an existing dispute of any kind, past or ongoing, with the End Client—particularly a dispute relating to payment for a previous Order.

Article 6 – Modification – Cancellation of Order

6.1 Cancellation or modification of the appointment / Order by the End Client

Any changes to the Order requested by the End Client, including the date and time of the Service, must be promptly notified by the End Client to Tilli by email at: contact@tilli.fr or via the Website, and no later than 15 hours before the originally scheduled date and time. If this deadline is not met, the End Client may still cancel the Order under the conditions defined below.

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

In the event of cancellation or rescheduling by the End Client within the period between 15 hours and 2 hours before the originally scheduled date and time of the first appointment with the Service Provider, a flat fee of €14 will be charged to the End Client, debited using the banking details provided in the Client Form.

In the event of cancellation or rescheduling by the End Client within less than 2 hours of the originally scheduled date and time of the first appointment with the Service Provider, a flat fee of €25 will be charged, of which €14 will be paid to the Service Provider. This amount will be debited using the banking details provided in the Client 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 propose another Service Provider to the End Client capable of fulfilling the Ordered Services. However, Tilli cannot guarantee a replacement or be held liable if unable to do so within the required timeframe.

In any case, Tilli shall under no circumstances be held liable to the End Client for any delay in fulfilling the Order, or for any direct or indirect damage resulting from or related to the cancellation of the Order by the Service Provider, or in the event that Tilli is unable to propose a replacement Service Provider to carry out the canceled Order.

Article 7 – Right of Withdrawal

In accordance with Article L. 221-28 of the French Consumer Code, the right of withdrawal cannot be exercised for (i) Services fully performed before the end of the withdrawal period (as described below) and whose execution began with the prior express agreement of the End Client and acknowledgment of the waiver of their right of withdrawal, once the Services have been fully executed; and (ii) the supply of goods made to the End Client's specifications or clearly personalized.

In accordance with Article L. 221-18 of the French Consumer Code, the End Client has a period of fourteen (14) days to withdraw without giving any reason and without incurring any costs other than those provided for in Articles L. 221-23 to L. 221-25 of the Consumer Code. This period starts from the date of validation of the final Order (during the appointment with the Service Provider). To exercise this right, the End Client must send the withdrawal form (available in the Annex to the General Terms and Conditions of Sale) to contact@tilli.fr before the end of the withdrawal period.

If the Services have not started when the End Client exercises their right of withdrawal, they will be refunded the Total Price of the relevant Order, minus the Appointment Fee of €25 for the consultation service provided. However, if the Services have already begun at the express request of the End Client before the end of the withdrawal period, the End Client shall remain liable for the portion of Services already performed up to the communication of their withdrawal to Tilli, which amount will be proportional to the Total Price of the Services in the relevant Order.

Article 8 – Terms of Service Execution

8.1 The End Client agrees to entrust the Service Provider only with Services that strictly correspond to the Ordered Services. Otherwise, additional fees may be charged. In any case, the End Client may request the addition of Services to the Order during the first appointment with the Service Provider. The Service Provider is free to accept or decline the addition of such Services.

The End Client also agrees to be present on the agreed date and time of the appointment as specified in the Order and to take all necessary measures to ensure the proper execution of the Order. In case of absence, the cancellation fees provided for in Article 6.1 will apply.

8.2 During the execution of the Service, the End Client agrees not to exhibit any hostile or discriminatory behavior, particularly—but not limited to—that related to religious affiliation, physical appearance, gender, ethnicity, sexual orientation, age, and/or health status.

8.3 Upon completion of the Ordered Services, the Website offers the End Client the opportunity to rate the Service Provider's performance and to write comments. The End Client agrees and guarantees not to write any comment that could, in any way, be considered defamatory, offensive, disparaging, or otherwise contrary to any law or regulation.

Under no circumstances can Tilli be held responsible for any review and/or rating the End Client may assign to the Service Provider.

Article 9 – Payment Conditions by the End Client

9.1 Pricing and Invoicing

The price of the Services (Total Price) consists of a Connection Fee, including VAT, billed by Tilli to the End Client, and a Service Price, billed either excluding or including VAT by the Service Provider, depending on whether or not the latter is subject to VAT.

When the Service Provider personally delivers the altered items to the End Client, the Service Price includes the Service Provider's travel expenses.

When Tilli handles the delivery or handover of the altered items to the End Client, the Total Price includes the Service Price, the Connection Fee, and the delivery/travel costs, all invoiced including VAT by Tilli.

The End Client will be informed of the amount of these delivery/travel costs at the time of the initial Order confirmation, based on the geographic area where the Services will be performed.

Payment of the amounts owed to the Service Provider (Service Price) and to Tilli (Connection Fee) shall be made by bank card (Carte Bleue, Visa™, MasterCard™) on the Website via the marketplace payment platform "Mangopay" (www.mangopay.com), provided by Leetchi Corp SA, a company governed by Luxembourg law.

Any payment made through the Mangopay platform implies the End Client's full and unconditional acceptance of all Mangopay terms of use, which are accessible on the Website either online or for download.

Tilli will send the End Client, by email, the corresponding invoices: on one hand, for the matchmaking services provided by Tilli (Connection Fee), and on the other hand, on behalf of the Service Providers and within the framework of a billing mandate granted to Tilli, for the alteration services provided by the Service Provider (Service Price). Both invoices may be presented in a single document.

At no time does Tilli collect or have access to the End Client's banking information or the payment method used to pay for the Service.

9.2 Payment Conditions and Deadlines

When the End Client books an appointment with a Service Provider during the initial Order and the appointment date is confirmed, Tilli will request the End Client to secure the appointment by providing a bank card pre-authorization. Under no circumstances will the End Client's card be charged before the final validation of the Order during the appointment with the Service Provider, except in the cases described in Article 6.1 of these terms.

If the End Client fails to provide the bank pre-authorization within 2 hours before the scheduled appointment time with the Service Provider, Tilli reserves the right to cancel the appointment. In such cases, the End Client will be notified by email or phone.

Amounts due must be paid in full and in a single payment following the first appointment between the End Client and the Service Provider, after the final validation of the Order. The Total Price will be charged at that time.

The End Client undertakes to ensure they have the necessary authorizations and sufficient funds to pay the Total Price. If the bank refuses the payment, the End Client will be notified by email. Tilli and the Service Provider therefore reserve the right to postpone the performance of the Services and to retain the items entrusted as part of the Services until full payment of the Total Price has been received. If no payment has been received within 14 days, the Order will be automatically canceled, and Tilli and the Service Provider reserve the right to return the unaltered items to the End Client.

9.3 Brand Offer

The End Client is informed that, in certain situations, Brands that have entered into a partnership agreement with Tilli may wish to offer their customers—who also become End Clients by ordering Services via the Website—a discount covering part of the alteration cost (the "Brand Offer").

In this regard, it is stipulated that:

- (i) If the Brand Offer is less than or equal to the Connection Fee, the payment conditions described in Article 9.1 shall apply;
- (ii) If the Brand Offer exceeds the Connection Fee, the End Client will pay the Service Provider via Mangopay the remaining amount due after deduction of the Brand Offer from the Total Price.

The difference between the Service Price owed to the Service Provider and the price actually paid by the End Client will thus be covered by the Brand as part of the partnership agreement signed with Tilli, and will be paid to the Service Provider by Tilli (which will handle collection of the corresponding Brand Offer amount from the Brand).

The Service Provider will therefore invoice the full Service Price to the End Client (even if the Brand Offer covers the entire Total Price, meaning the End Client pays nothing), but will be paid partly by the End Client and partly by Tilli, under the Brand partnership agreement and the Brand's commitment to cover a portion of the cost.

Article 10 – Liability – Warranty

10.1 It is expressly stated and accepted by the End Client that the Website is strictly an online matchmaking platform through which Tilli enables End Clients to connect with Service Providers in order to place Service Orders.

The Service Provider is solely responsible for all Services they perform on behalf of an End Client.

Tilli does not guarantee and shall in no case be held liable to anyone, in particular to an End Client or a Service Provider, including but not limited to:

- the accuracy, completeness, and/or timeliness of the information and data provided by the End Client;
- the accuracy of the information provided by the Service Provider regarding their administrative, legal, and tax status;
- the satisfaction of the End Client, the skill, quality, and/or suitability of a Service Provider and/or the performance of a Service by a Service Provider in relation to the End Client's expectations or to an Order placed by the End Client;
- any Service provided by the Service Provider;
- the End Client's choice of Ordered Services and whether the Order meets their actual needs and/or applicable quality and safety standards;
- the End Client's choice of a Service Provider to carry out an Order;
- any damage of any kind resulting from the fault or conduct of a Service Provider or an End Client;

and, in particular, Tilli disclaims any liability for indirect, special, or incidental damages arising in connection with, relating to, or resulting from the use of the Website and/or Services by Users.

10.2 Tilli will make every effort to ensure the proper functioning of the Website at all times and to provide Users with access. However, interruptions may occur for maintenance, updates, emergency repairs, or failures of telecommunication systems or other technical issues beyond Tilli's control. Tilli cannot be held liable in the event of force majeure, cyberattacks (hacking, etc.), hardware failure or malfunction (especially computers), telecommunication or network outages (including the internet), or power failures, especially when such events result in delays, non-performance, or interruption of access to the Website. In general, Tilli shall not be held responsible for any malfunction not caused by its own actions.

Tilli may temporarily suspend or limit access to the Website immediately and without prior notice if, in its sole discretion, it considers the Website to be facing or at risk of a serious threat to data and/or system security (e.g., a security breach possibly caused by antivirus or operating system software providers, etc.).

10.3 Tilli's liability may only be incurred in the event of non-performance of its obligations under the General Terms and Conditions of Sale and is limited to direct and personal damages, to the exclusion of any indirect damages, of any kind.

In any case and under no circumstances, and within the limits permitted by law, particularly consumer law, if Tilli's personal liability were to be engaged, Tilli's total liability for all claims or damages shall not exceed the higher of the following amounts: the amount of the Connection Fee paid by the End Client for the Service that is the subject of the claim, or one hundred (100) euros.

Article 11 – Independence of the Parties

The parties shall always act in full independence from each other, and no clause in the General Terms and Conditions of Sale shall be interpreted as creating any subsidiary, joint venture, or de facto company between the parties.

Article 12 – Personal Data

As part of and for the purposes of performing the Services, Tilli collects the personal data of End Clients. The terms of the personal data processing carried out by Tilli are detailed in the Privacy Policy: https://tilli.fr/CGU_Tilli_20220114.pdf.

Article 13 – Miscellaneous

13.1 If any provision of the General Terms and Conditions of Sale is found to be null, illegal, or unenforceable by a competent court or authority, or under any applicable law or regulation, the affected contractual provision shall be removed without affecting the validity or enforceability of the remaining provisions of the General Terms and Conditions of Sale, subject to the continued validity of the essential provisions. The parties shall consult and negotiate in good faith to attempt to implement the intended purpose of the invalidated provision.

13.2 The fact that one party does not exercise a right or does not demand the performance of an obligation by the other party under the General Terms and Conditions of Sale shall not be interpreted as a waiver of such right or of the performance of that obligation, nor shall it exempt the defaulting party from future fulfillment of its obligations under the Contract.

13.3 The execution of the Services and/or use of the Website does not result in the transfer of any intellectual property rights over any elements or content of the Website, which are the exclusive property of Tilli, to the User; any unauthorized extraction, reproduction, compilation, or reuse constitutes an infringement of Tilli's rights.

13.4 The End Client expressly authorizes Tilli to reproduce photographs they have taken of the creations made in fulfillment of the Order across all Tilli communication media, regardless of format or medium, including the internet and all promotional material, free of charge. To the extent that such photographs and/or creations may be protected under copyright law, the End Client grants Tilli, free of charge and on a non-exclusive basis, for the entire world and for the legal duration of protection, the rights to reproduce, represent, and adapt these photographs by any means, existing or future, and in any form or medium (already known or discovered in the future). This includes, in particular, the right for Tilli to publish, distribute, and edit any website, document, or object containing all or part of these photographs.

Article 14 – Early Termination

14.1 The Contract shall be automatically terminated if, during its execution, one of the parties fails to fulfill its contractual obligations and does not remedy the breach within seven (7) days following receipt of a registered letter with acknowledgment of receipt sent by the other party requesting that the obligation be fulfilled.

14.2 The Contract shall be automatically terminated by Tilli, without prior notice, if during its execution the User fails to comply with their obligations as defined in the General Terms and Conditions of Sale or

the General Terms and Conditions of Use, and/or if such failure is likely to result in civil and/or criminal liability or infringe upon the rights of third parties. Such termination will lead, without prior notice, to the immediate suspension of access to the Website, without prejudice to any damages that Tilli may claim.

Article 15 – Governing Law – Disputes

15.1 General Provisions

The General Terms and Conditions of Sale and the operations arising from them are governed by French law. They are written in French. In the event of translation into one or more other languages, only the French version shall be legally binding in case of a dispute.

In the event of a dispute, the parties shall make their best efforts to resolve the dispute amicably.

The End Client may submit their complaint via the satisfaction questionnaire available in the help section of the website www.tilli.fr or directly via contact@tilli.fr, in order to provide all necessary information for proper handling of the dispute.

Please note that Tilli's customer service cannot respond to a complaint submitted after the legal consumer warranty period, which is:

3 months from the delivery date for any item eligible for the Repair Bonus,

2 months from the delivery date for any item not eligible for the Repair Bonus.

As for the commercial warranty, Tilli guarantees consumers that if the defect previously corrected during the Repair reappears within this defined period under foreseeable usage conditions, the Service Provider (the artisan) agrees to correct it free of charge during an adjustment appointment (see below).

After this period, Tilli's liability can no longer be engaged.

A final acceptance of the item must take place during the return appointment (called RDV2) between the Service Provider and the End Client. This final acceptance involves a hand-to-hand delivery, a visual check by the End Client, and, in the case of textiles and household linen, a fitting to confirm satisfaction. This validation serves as confirmation of the satisfactory quality of the item delivered.

Any claim concerning the quality and/or integrity of the treated item that was not subject to this final acceptance at the RDV2 will not be considered by Tilli support.

If the End Client refuses to validate the final delivery during RDV2, no after-sales policy can apply (see detailed procedure section). Refusals include, but are not limited to: not receiving the item personally (e.g., received by concierge, neighbor, housemate), refusal to try on the item in the case of clothing, or refusal to install in the case of household linen.

If it is proven that the final acceptance could not take place due to the Service Provider's actions (e.g., the Service Provider left in a hurry, did not propose any acceptance or fitting, or returned the item without personal delivery at their own initiative), Tilli customer support will review the claim, provided

all other conditions mentioned in this document are met for proper analysis and potential compensation.

An adjustment appointment is included for all Services, in case the End Client is not satisfied with the result of the Services at the first delivery. In the case of a claim where the dissatisfaction is attributable to the Service Provider and in the conditions described above, an adjustment appointment will be offered free of charge on behalf of the Service Provider and organized by Tilli customer support. Any adjustment appointment offer is valid for 10 calendar days. After this period, the case will be closed by Tilli customer support, and Tilli will no longer be able to offer any compensation (including the RDV3).

If the End Client refuses the adjustment appointment, Tilli customer support will not be able to offer any further guarantees or pursue the resolution of the dispute. Without this adjustment appointment, no claim can be treated as a formal dispute, and no claim lacking an adjustment appointment can lead to a refund.

The adjustment appointment must be carried out by a Tilli Service Provider to ensure the legitimacy of a claim. Any claim following an adjustment made by a Service Provider external to Tilli will not be handled by Tilli customer service. That external provider then becomes responsible (instead of Tilli or the Tilli Service Provider).

In the event of an irrevocable dispute—meaning a situation where the Service Provider is unable to correct the Services rendered to bring them into conformity with the End Client’s Order—Tilli has established guarantees for the Service Provider in cases where the Product has been damaged and its value falls below the deductible thresholds. Tilli also holds liability insurance policies in partnership with MMA Assurances.

Any claim must be submitted as a complete case file in order to be processed by Tilli Customer Service. Accordingly, any claim concerning the quality and/or integrity of the treated item must be accompanied by photographs; otherwise, the claim will be considered incomplete and will not be processed by Tilli Customer Support.

If the dispute cannot be resolved, the End Client is informed that they may choose to use mediation services free of charge. The consumer mediator to which Tilli is subject is Médiation de la Consommation & Patrimoine. The End Client may contact them by writing to: Concord – 12 Square Desnouettes – 75015 Paris. Their website is <https://mcpmediation.org/>.

The End Client may also use the European online dispute resolution platform, accessible at: <https://webgate.ec.europa.eu/odr/>.

Any complaint or dispute relating to the validity, interpretation, or execution of these General Terms and Conditions of Sale shall be submitted to the competent courts under the jurisdiction of the Paris Court of Appeal, in accordance with standard legal procedures. If the End Client is a consumer, they may also bring the case before the courts of their place of residence.

15.2 Detailed Procedure

To facilitate the resolution of disputes between Service Providers and End Clients, Tilli has implemented a centralized dispute management service. In this context, the Service Provider expressly authorizes Tilli to manage any dispute with an End Client on their behalf. In its role as intermediary, Tilli acts as guarantor in the name of the Service Provider (the artisan), thereby providing them with assurance and protection throughout the dispute resolution process. The Service Provider is not required to advance any funds before the dispute is fully resolved; as an intermediary, Tilli commits to covering any necessary expenses upfront until the dispute is settled, without causing any additional delay for the requesting End Client.

As part of the dispute resolution process, Tilli commits to notifying the Service Provider of any dispute and to obtaining from them all necessary information related to the case in order to achieve the best possible outcome. In particular, Tilli undertakes not to compensate the End Client before having first discussed the circumstances of the dispute with the Service Provider (see Article 15.1 for the applicable criteria).

In the event of a dispute initiated by the End Client, the following procedure shall apply depending on the situation:

If an adjustment of the Product is still possible:

1. Tilli commits to managing the dispute amicably by proposing that the Service Provider adjust the Product during a new appointment (referred to as RDV3). In this context, the Service Provider agrees to cover all costs associated with this request, including travel expenses to the End Client's location (or to a Tilli Boutique) and labor.
2. **If the disputed Product cannot be adjusted, even after the third adjustment appointment between the Service Provider and the Client, or if the damage to the Product is irreversible:**
Tilli will activate the above-mentioned insurance and reimburse the End Client for the value of the disputed Product. In this case, the Service Provider agrees to refund the End Client the full price of the Order related to the disputed Product, without claiming any compensation from Tilli. Tilli will act as guarantor for the Service Provider, ensuring reimbursement of the full value of the Product to the End Client. However, the Service Provider agrees to reimburse Tilli for the value of the disputed Product in the amount of: up to €500 for any Product with a value under €1,000; the amount agreed upon between the Service Provider and Tilli for Products valued over €1,000.
3. **In the event that the claim involves a shipping issue, the End Client must file a claim directly on the carrier's website (Mondial Relay: <https://www.mondialrelay.fr/> or Colissimo: <https://www.laposte.fr/colissimo>).**
Shipment from the End Client to Tilli: The parcel is considered under the carrier's responsibility from the moment it is sent by the End Client until it is received by Tilli's service. Without proof of receipt by Tilli's service, any transport delay or lost parcel is the carrier's responsibility, and

the End Client must therefore direct their claim to the carrier's customer service.

Shipment from Tilli to the End Client: The parcel is considered under the carrier's responsibility from the moment it is dispatched by Tilli's service (with proof of shipment from Tilli). Any claim regarding a lost parcel or delivery delay must be addressed by the End Client to the carrier's claims department.

4. If the parcel was insured when the order was placed by the End Client, and the insurance reimbursement is credited to Tilli's account, Tilli Customer Service will ensure the funds are transferred to the End Client as soon as they are received from the carrier.

5. GOVERNING LAW – DISPUTES

The General Terms and Conditions of Service and the operations arising from them are governed by French law. They are written in French. In the event that they are translated into one or more other languages, only the French version shall be legally binding in the event of a dispute.

Any disagreement or dispute arising from the interpretation, validity, formation, execution and/or termination of the Contract shall be subject to an attempt at amicable settlement between the Parties.

In any event, if no amicable solution is reached between Tilli and the Service Provider within one month, any disagreement or dispute arising from this contract shall fall under the exclusive jurisdiction of the Commercial Court of Paris, including in cases of summary proceedings, third-party claims, or multiple defendants.

APPENDIX – WITHDRAWAL FORM

To the attention of Tilli, 14 rue Chaptal 75009 Paris, Tel: +33 1 84 80 05 39, email: contact@tilli.fr:

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

Ordered on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is submitted in paper format):

Date: