

**OYSHO UK
PURCHASE CONDITIONS**

1. INTRODUCTION

This document (together with any documents herein mentioned) sets forth the terms and conditions governing the use of this website and the purchase of items through such website (hereinafter, the "Terms"). Please read through these Terms, our Cookies Policy and our Privacy Policy (together the "Data Protection Policies") prior to using this website. By using this website or placing an order through it, you are consenting to be bound by these Terms and our Data Protection Policies. If you do not agree to all of the Terms and the Data Protection Policies, do not use this website. These Terms and the Data Protection Policies may be amended. It is your responsibility to regularly read through them, as the Terms and the Data Protection Policies in force at the time that you use this website or at the time of the formation of the Contract (as defined below) shall be the applicable ones. By purchasing any item from this website, you enter into a contract with us on these terms.

2. OUR DETAILS

Your contract for sale of items through this website is with ITX UK Limited, a company registered in England and Wales with registered office at Lumina House, 89 New Bond Street, London W1S 1DA, registered with the Companies House under company number 02245999, with VAT No. GB 649 927871 ("us"/"we"/"our"/"ITX"). ITX, part of the Inditex group of companies, sells items through this website under the OYSHO name. You may contact our customer service department via any of the methods mentioned in the Contact section of the website.

3. YOUR DETAILS AND VISITS TO THIS WEBSITE

The information or personal details that you provide us with shall be processed pursuant to the Data Protection Policies. By using this website you are consenting to the processing of such information and details and you represent that the whole information or details you have provided us with are true and accurate.

4. USE OF OUR WEBSITE

By using this website and/or by placing any order through it, you undertake:

1. To use the website exclusively to make legitimate enquiries or orders.
2. Not to make any speculative, false or fraudulent orders. If we are reasonably of the opinion that such an order has been made we shall be entitled to cancel the order and inform the relevant authorities.
3. To provide correct and accurate e-mail, postal and/or other contact details to us and acknowledge that we may use these details to contact you in the event that this should prove necessary (see our Data Protection Policies).

If you do not give us all of the information that we need, we may not be able to complete your order. By placing an order through this website, you warrant that you are at least 18 years old and are legally capable of entering into binding contracts.

5. AVAILABILITY OF SERVICE

Items offered over this website are only available for delivery to the United Kingdom (Mainland only).

6. HOW THE CONTRACT IS FORMED

The information set out in the Terms and the detail contained on this website do not constitute an offer for sale but rather an invitation to treat. No contract in respect of any items will exist between us and you until your order has been expressly accepted by us, whether or not funds have been deducted from your account. If we do not accept your offer and funds have already been deducted, these will be fully refunded. To place an order, you must follow the online shopping process and click on "Authorise payment" to submit the order. After this, you will receive an e-mail from us confirming receipt of your order (the "Order Confirmation"). Please note that this does not mean that your order has been accepted. Your order constitutes your offer to us to buy one or more items from us. All orders are subject to acceptance by us, and we will confirm this acceptance to you by sending you an e-mail that confirms that the item is being sent (the "Shipping Confirmation"). A digital receipt

with your order details will be attached to the Shipping Confirmation ("E-Ticket"). The contract for the purchase of an item between us (the "Contract") will only be formed when we send you the Shipping Confirmation. The Contract will relate only to those items whose dispatch we have confirmed in the Shipping Confirmation. We will not be obliged to supply any other items which may have been part of your order until the dispatch of those items has been confirmed in a separate Shipping Confirmation.

7. ITEM AVAILABILITY

All orders for items are subject to availability and in this regard, in the event of supply difficulties or because items are no longer in stock, we reserve the right to give you information about substitute items of an equal or higher quality and value which you can order. If you do not wish to order the substitute items we will reimburse any monies that you may have paid.

8. REFUSAL OF ORDER

We reserve the right to withdraw any items from this website at any time and/or remove or edit any materials or content on this website. Whilst we will use our reasonable endeavours to process all the orders submitted to us, there may be exceptional circumstances which mean that we may need to refuse to process or accept an order after we have received it or sent you an Order Confirmation, which we reserve the right to do at any time. We will not be liable to you or any other third party by reason of our withdrawing any item from this website, removing or editing any materials or content on this website or for refusing to process or accept an order after we have received it or sent you an Order Confirmation.

9. DELIVERY

Subject to availability (see Clause 7 above), and unless there are any exceptional circumstances, we will endeavour to fulfil your order for items listed in the Shipping Confirmation by the delivery date set out in the Shipping Confirmation or, if no estimated delivery date is specified, then within a maximum of 30 days of the date of the Order Confirmation. If we fail to deliver the items within 30 days of the date of the Order Confirmation, you may cancel the Contract and we will reimburse you the price paid for the items and any delivery costs paid.

If our supply of the items is delayed by an event outside our control then we will contact you as soon as possible to let you know this, and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the Contract and receive a refund for any items you have paid for but not received. With regard to the virtual gift card, we will send it on the date indicated by you when you place your order.

Please note however that we do not deliver on Saturdays or Sundays, except in the case of the virtual gift card which will be delivered on the date indicated by you.

For the purpose of these Terms "delivery" or "delivered" shall be deemed to have occurred when you or a third party nominated by you acquires physical possession of the items, which will be evidenced by the signing for receipt of the items at the agreed delivery address. The virtual gift card shall be deemed to be delivered in accordance with the Terms and Conditions of the Gift Card, and in all cases on the delivery date of the virtual card to the e-mail address indicated by you.

10. UNABLE TO DELIVER

If we are unable to deliver, your item(s) will be returned to our depot. We will leave a note explaining where your parcel is and how you can rearrange delivery. If you are not at the delivery location at the time agreed, please contact us again to rearrange delivery for another mutually convenient day. If after 15 days from the date your order is available for delivery, the order could not be delivered for reasons not attributable to us, we shall assume that you wish to cancel the Contract and it will be terminated. As a result of the termination of the Contract, we will return to you all payments received from you, including delivery charge (except for any additional costs resulting from your choice of any delivery method other than the ordinary delivery method that we offer) without any undue delay, and at any rate, within 14 days of the date on which this Contract has been terminated. This clause shall not apply to the virtual gift card for which the delivery shall be governed by the Terms and Conditions of the Gift Card and clause 9 above.

11. CHECKING AVAILABILITY IN-STORE AND RESERVATION IN-STORE (option only available when accessed via the desktop or mobile website versions of www.oysho.com)

Availability in-store

You can check the availability of a specific item. A window or pop-up will open where you can enter your postcode or city and then select one of the store locations that appear in the drop-down menu, and check the availability of a specific item at the selected store.

This information is only valid at the time of enquiry. The enquiry alone does not reserve the item. If you want to reserve the item at a physical store, you must follow the instructions described below.

Reservation in-store

This clause specifies the terms and conditions under which you can use the reservation service for items published on the OYSHO UK website and then subsequently purchase them at the physical store.

Reservation of items offered on this website is only available at OYSHO stores in the United Kingdom. The prices on the website include VAT. The payment methods that can be used are those accepted at the OYSHO physical store in question.

Please visit the OYSHO UK website and find the item you are interested in. Then, click “stock and reservation in physical stores”. A window or pop-up will automatically open where you must enter your postcode or city to check the availability of the item at your nearest OYSHO store in UK.

Then, please select the physical store that you want to collect the item from, from the list that will appear on screen, and then click “Reserve”. You must then fill in the form that appears on the screen, entering your name, email address, phone number and item size. Once the form has been completed, you will receive an email and an SMS stating that the reservation has been processed and providing the reference number. This email does not confirm that the item is available. The availability and reservation of the item will be confirmed or rejected in a later email. If the reservation is confirmed, you must go to the selected OYSHO physical store within 24 hours and within that store’s opening times, starting from the time at which the reservation confirmation email was received. After that period, the reservation will be cancelled and invalid. When you visit the store to purchase the reserved item, you must show the reservation reference number.

Please note that when you reserve an item at a selected store, you do not pay online. You have no obligation to purchase the item, you only commit to visiting the store within the period in which the item will be reserved. Please be aware that the reservation of your item(s) by OYSHO involves immobilising stock for the period in which it is reserved for you.

During the Sales period, you will not be able to use the in-store reservation function for a period of one calendar month from the start date of the Sales period. That start date will be published when available on the OYSHO UK website. After a month, only that season’s items can be reserved.

The option to check stock availability and reserve in a physical store can be deactivated by OYSHO at any time.

OYSHO commits to managing the reservation request within the timeframe indicated during the reservation process and in line with the opening hours of each OYSHO store in UK, as detailed in the website.

If you eventually buy the item reserved at an OYSHO physical store, the sales guarantee and returns policy of that store will apply, which will be detailed at the till as the sale is made in person and not online.

12. RISK AND TITLE

The Items will be at your risk from the time of delivery. Ownership of the items will only pass to you when we receive full payment of all sums due in respect of the items, including delivery charges, or upon delivery (as defined in Clause 9), whichever is the later.

13. PRICE AND PAYMENT

The price of any items will be as stipulated on our website from time to time, except in cases of obvious error. While we try to ensure that all prices on this website are accurate, errors may occur. If we discover an error in the price of items you have ordered, we will inform you as soon as possible and give you the option of reconfirming the order at the correct price or cancelling it. If we are unable to contact you, the order will be treated as cancelled and if you have already paid for the items you will receive a full refund. We are under no obligation to provide the item(s) to you at the incorrect (lower) price (even after we have sent you a Shipping Confirmation) if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as an incorrect price.

The prices on the website include VAT but exclude delivery costs, which will be added to the total amount due as set out in our Shopping Guide. Prices are liable to change at any time, but (other than as set out above) changes will not affect orders in respect of which we have already sent you an Order Confirmation. Therefore, (except as provided above) price adjustments on previous orders are not permitted. Once you have finished shopping, all the items you wish to purchase are added to your basket and your next step will be to go to the checkout process and make payment. To do this, you must follow the steps of the purchase process, completing or verifying the information requested in each step. Throughout the purchase process, before payment, you can modify the details of your order. There is a detailed description of the purchase process in the Shopping Guide. Also, if you are a registered user, a record of all the orders placed by you is available in the "My Account" area.

Payment can be made using any of the payment methods shown during the purchase process. You can also pay all or part of the price of your order with an OYSHO gift card or credit voucher card for the United Kingdom issued by Fashion Retail, S.A, a Spanish company being part of the Inditex Group of companies, with registered office at Avda. de la Diputación, Edificio Inditex, 15143 Arteixo (A Coruña), Spain; or with an Oysho, Massimo Dutti, Zara, Zara Home, Bershka, Pull & Bear, Stradivarius, or Uterqüe gift card or credit voucher card issued on or after 28 October 2020 by ITX UK Limited or Zara UK Limited.

To minimise the possibility of unauthorised access, your credit card details will be encrypted. Once we receive your order, we will request a pre-authorization on your card to ensure there are sufficient funds available to complete the transaction. No charge will be made to your credit card until your order has been dispatched for delivery. However, if your form of payment is Paypal, or one of the gift cards or credit voucher cards listed in the paragraph above, the charge will be made the moment we confirm the order. By clicking "Authorise payment" you are confirming that the credit card is yours or that you are the legitimate holder of the gift card or the credit voucher card, as applicable. Credit cards are subject to validation checks and authorisation by your card issuer but if your card issuer fails to authorise payment to us, we will not be liable for any delay or non-delivery and may not be able to form a contract with you.

Ordering through electronic devices in store, and making payment for those purchases

If you are placing your order through one of the electronic devices that are available at OYSHO stores in the United Kingdom for this purpose, you must follow the steps of the purchase process that appear on the device, completing or verifying the information requested in each step. Throughout the purchase process, before payment, you can modify the details of your order. You must choose your payment method, and whether or not you require a gift receipt (if one is available), before you place your order. Please note that a binding order is placed at the time that you press the relevant "Authorise Payment" button on the device screen, and you are required to pay for your order once it has been placed.

Payment can be made by Visa, Mastercard, or American Express card, and the above provisions regarding validation checks and authorisation of your card will apply. You may also be given the option to pay for your order at the till, and in which case, your payment can be made by any of the means of payment available in those stores.

Please note that if you place your order through an instore electronic device, but wish to cancel the order, you must pay for the order and wait for the items to be delivered, before returning them in accordance with the returns policy described below.

14. BUYING ITEMS AS A GUEST

The functionality of buying items as a guest is also available on this website. For this type of purchase, we will only request from you the essential data that is required to process your order. Upon completion of the purchase process, you will be offered the possibility of registering as a user or continuing as a non-registered user.

15. VALUE ADDED TAX

All purchases done through the web site are subject to the statutory Value Added Tax (VAT), and the prices displayed on this website include VAT.

16. RETURNS POLICY

You may cancel your order for any reason up to 30 days from the date on which you receive the Shipping Confirmation, by notifying us of your decision to cancel using the means of contact shown in the Contact section of our website. To meet the cancellation deadline, it is sufficient for you to have sent your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If you have been charged for any items, we will process a refund, via your original payment method. Please refer to our Returns and Exchanges Policy in our Shopping Guide for further information.

Return of gift cards is governed by the Terms and Conditions of the Gift Card.

You do not have the right to cancel the Contract when it is for the delivery of any of the following three categories of "Excluded items":

Excluded Items

1. Items that have been made to your specifications or clearly personalised.
2. Sealed audio recordings, sealed video recordings or sealed computer software, once they are unsealed/unwrapped after you have received them
3. Sealed items that are not suitable for return for health protection and hygiene reasons (eg underwear, swimwear, earrings, socks, fragrances, hosiery, and sealed packs of leggings), and that have been unsealed after delivery, or if the hygiene label is no longer in place.

Specific terms apply to the following items, due to their particular characteristics:

Multipacks of items such as knickers or socks – these are considered to be one single item. The packaging must be unopened and no partial packs or single items can be returned.

Knickers, thongs and cheekies are in contact with intimate parts of the body and are delivered with a protective seal that prevents them from being tried on or worn. You must not remove or rip this small plastic strip if you wish to return the item. If the plastic strip is not intact, it will not be eligible to be returned.

Swimsuits and bikinis – all swimwear will be delivered with a protective seal or sticker so that you can try it on without the fabric coming into direct contact with your skin. If you wish to return any of these items, you must not remove this seal, and the garments must not be torn, stained or damaged.

Fashion jewellery and hair accessories – must be returned in their original packaging, and must never have been opened or worn.

Premium jewellery and corsetry, any earrings, adhesive accessories – no exchanges or refunds

Removable cups – no exchanges or refunds

Cosmetic products – no exchanges or refunds

When you receive the items, you may handle them to establish their nature, characteristics and functioning. Acceptable handling of the items is that which would reasonably be allowed in a shop. Items should not have been damaged, soiled, washed, altered or worn (other than to try the item on) and any labels or tags must be intact. If your handling goes beyond what is acceptable and the items are damaged or diminished in value, we may deduct from the amount we reimburse to you, or you may be liable to us for, an amount equal to the diminished value of the items.

In the event of any doubt regarding the condition of returned items, the opinion of Oysho's specialised staff will prevail. This will be following an inspection of the item, in order to prevent fraudulent return of items that have been worn or damaged.

Please return the items using or including all their original packaging, instructions, and other documents, if any, accompanying the items. Items with special packaging (such as fabric bags, special boxes) or additional accessories, must be returned with this special packaging or accessories also in the same condition.

Returns Methods

To return an OYSHO item, just choose one of the flexible return options below.

a) Returns at any OYSHO store

You may return any eligible **OYSHO** item purchased through this website at any **OYSHO** store in the UK. You just need to present, as well as the item, the e-ticket that was attached to the Shipping Confirmation, which is also saved under your account on our website, and on the Oysho mobile app. You can present the e-ticket either by showing it in digital form on your mobile phone, or by bringing to the store a print-out of the e-ticket. This option is always free of charge.

Return of items ordered through electronic devices in store, paid for at the till

Please note that in respect of orders that were originally placed through an electronic device in an Oysho store in the UK **and** that were paid for at the till of that store, returns can **only** take place in any Oysho store in the UK, and not via method b) below, or any other method.

b) Returns to a UK Drop-Off point

A "Drop-Off Point" is a parcel collection point, shop, or kiosk, used by the postal service or courier service which offers this service in your area. To request this returns option, you should access the "My Account > Purchases > Returns" section of the website or App, and follow the steps provided. You will then be able to use your location or address to find your closest Drop-Off Point, and which postal or courier service uses each location, and from this, you must select one. We will send you an email with the instructions that you must follow to continue with drop off returns. You can switch the location of the Drop-Off Point provided the new one is used by the same postal/courier service, but you cannot switch the postal/courier service.

Please note that you will be charged for the cost of a return to a UK Drop-Off point. We will automatically deduct a fixed amount, notified to you in advance, from the final amount refunded to you.

If you do not wish to use these return methods, you will have to be responsible for the return costs. Please contact us to receive confirmation of the UK address to which you can send your parcel (which will not be any

Oysho UK store). You will also need to include with your item a print out of the E-ticket that was attached to the Shipping Confirmation, which is also saved under "Your Account" on the website and on the App. Please bear in mind that if you wish to return the items to us freight collect/cash on delivery, we may charge you any costs incurred in such return.

After examining the items, we will inform you of whether you have the right to reimbursement of the amounts paid (deducting any postage/delivery charge for Multiple Return Shipments). Delivery costs will be reimbursed when the right of withdrawal is exercised within the statutory period and all the items which the relevant parcel consisted of are returned. The refund will be paid as soon as possible and, in all cases, within 14 days from the date on which you notified us of your intention to cancel. Notwithstanding this, we may withhold the reimbursement until we have received the items back, or until you have supplied sufficient evidence of having sent back the items, whichever is the earlier. The refund less the fixed return costs if applicable (please see above) will always be paid using the same payment means you used to pay for your purchase.

You are responsible for the cost and risk of returning the items to us, as indicated above.

If you have any questions, you can contact via any of the methods shown in the Contact section in our website.

Returns of defective items

If the item that you have received is defective, you can bring it to any Oysho store in the UK to be examined, or contact us via any of the methods shown in the Contact section of our website, and return the item by dropping it off at your local Drop Off point as described above. Please provide proof of purchase, for example a copy of the E-ticket attached to the Shipping Confirmation. We will examine the item and if we deem it to be defective, we will provide a full refund including delivery charges, and the refund will be paid using the same means of payment that you originally used to pay for your purchase. These provisions do not limit any applicable statutory rights.

Returns of non-OYSHO items

You are responsible for checking the contents of any packages before you return them to us.

We are not responsible for the care or return of the contents of any packages which are erroneously returned to us (which included any products provided by other retailers) ("Erroneous Returns").

We may (but are not required to) contact you to inform you that you have made an Erroneous Return.

We will store any Erroneous Returns which we receive for a period of 14 days from the date we receive them. If you have not contacted us regarding the Erroneous Return within this time we will presume that the relevant contents have been abandoned. We reserve the right to destroy any such Erroneous Returns without notice to you.

Given the volume of returns we process, we do not promise that we will be able to locate all Erroneous Returns we receive.

If we are able to locate an Erroneous Return, we will take reasonable measures to return the relevant contents to you, but reserve the right to first require you to reimburse us for our reasonable costs in processing, storing and returning those contents to you.

RIGHT OF WITHDRAWAL

You have the right to withdraw from your order within 14 days, without giving any reason, although please note you have no right to withdraw items that are classed as 'Excluded Items' as mentioned above. The withdrawal period is counted from the day of the delivery of the last item(s) in your order. The easiest way to exercise your right of withdrawal is to contact us via any of the methods shown in the Contact section of our website, and returning the goods to us using the Post Office drop off returns method described above.

However, to meet the withdrawal deadline, it is sufficient for you to let us know about your decision to withdraw from your order before the withdrawal period has expired.

You may also use the model cancellation form as set out in the Appendix to these terms, although it is not obligatory.

If you have ordered items from outside the United Kingdom, from another EU member state via this website, then:

- The provisions of this Clause 16 shall apply regarding withdrawal, returns and exchanges; and
- We are under no obligation to repay shipping costs to destinations other than to the original UK delivery address, nor will we repay the return costs from destinations outside the UK;

Except if the item is defective, in which case the provisions of the paragraph above entitled "Returns of defective items" will apply in all cases.

Effects of withdrawal

We will refund all payments received from you, including the costs of our standard delivery option to the original delivery address, without undue delay and in any event no later than 14 days from the day on which we are informed about your decision to withdraw. We will use the same means of payment that you used to pay for your order and this will not cause you any extra fees.

We may withhold the refund until we have received the items back, or you have supplied evidence of having sent back the items, whichever is the earlier.

You must send back the items or hand them over to us without undue delay, and in any event no later than 14 days from the day on which we are informed about your decision to withdraw. Please use the Post Office drop off returns method described above, or you can bring it to any Oysho store in the UK.

You are only liable for any diminished value of the items resulting from their handling, other than that which is necessary to establish the nature, characteristics and functioning of the items.

17. LIABILITY AND DISCLAIMERS

Nothing in these Terms shall exclude or limit in any way our liability:

1. For death or personal injury caused by our negligence;
2. For fraud or fraudulent misrepresentation; or
3. For any matter for which it would be illegal or unlawful for us to exclude or limit, or attempt to exclude or limit, our liability.

We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking the Contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the Contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process. We are not liable for business losses. We only supply the items for domestic and private use. If you use the items for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Due to the open nature of this website and the potential for errors in the storage and transmission of digital information, we do not warrant the accuracy and security of information transmitted to or obtained from this website unless otherwise expressly set out on this website.

We have a legal duty to supply items to you that are in conformity with the Contract, however, without affecting that duty and to the fullest extent permitted by law, all item descriptions, information and materials posted on this website are provided "as is" and without warranties express, implied or otherwise howsoever arising. Where you are contracting as a consumer, in line with our obligations at law, we will be responsible for delivering items to you that: (i) comply with

the description given by us and possess the qualities that we have presented in this website, (ii) are fit for the purposes for which items of their kind are normally used and (iii) show the quality and performance which are normal in items of the same type and can which can reasonably be expected.

We warrant to you that any item purchased from us through this website is of satisfactory quality and reasonably fit for all of the purposes for which items of the kind are commonly supplied. To the fullest extent permissible pursuant to law, but without excluding anything that may not lawfully be excluded in the case of consumers, we disclaim all other warranties of any kind, whether express or implied, in relation to the items available on this website. Items (including handicraft items) sold by us will often contain the natural characteristics of the materials used in the manufacture of the completed item. Natural characteristics such as grain, texture, knots and colour variation should not be classed as faults or defects. Inconsistencies in these natural characteristics should be expected and appreciated. We select only items of the highest quality but natural characteristics are inevitable and should be accepted as part of the individual appearance of the item. Nothing in this Clause will affect your statutory rights as a consumer, or your Contract cancellation rights.

18. INTELLECTUAL PROPERTY

You acknowledge and agree that all copyright, trademarks and all other intellectual property rights in all material or content supplied as part of the website shall remain at all times vested in us or our licensors. You are permitted to use this material only as expressly authorised by us or our licensors. This does not prevent you using this website to the extent necessary to make a copy of any order or Contract details.

19. VIRUSES, HACKERING AND OTHER CYBERCRIMES

You may not misuse this website by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You will not attempt to have any unauthorized access to this website, to the server which hosts this site or to any other server, computer or data base related to our website. You undertake not to attack this website via a denial of service attack or a distributed denial of service attack. By breaching this provision you may commit a criminal offence under the applicable regulations. We will report any such breach to the relevant law enforcement authority and we will co-operate with the appropriate authority to disclose the identity of the hacker. Likewise, in the event of such a breach, your right to use this website will cease immediately. We will use reasonable care and skill to ensure that this website is safe, secure and free from bugs, viruses and other defects. Except to the extent that it results from our failure to do so, we accept no liability for any loss or damage resulting from any denial of service attack, virus or any other software or material which is malicious or technologically harmful to your computer, equipment, data or material resulting from the use of this website or from the downloading of the contents thereof or of such contents to which this website redirects.

20. LINKS FROM OUR WEBSITE

We may have links from our website to other third party websites and materials; such links are provided exclusively for information purposes and we do not have any control whatsoever over the contents of such websites or materials. Accordingly, we accept no liability whatsoever for any loss or damage which may arise from the use of such links.

21. WRITTEN COMMUNICATIONS

Applicable laws require that some of the information or communications we send to you should be in writing. When using our site, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

22. NOTIFICATIONS

All notices given by you to us should be given to us via the Contact section of our website. Subject to and as otherwise specified in Clause 21 we may give notice to you at either the e-mail or postal

address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an e-mail is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail that such e-mail was sent to the specified e-mail address of the addressee.

23. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract between you and us is binding on you and us and on our respective successors and assigns. You may not transfer, assign, charge or otherwise dispose of the Contract, or any of your rights or obligations arising under it (aside from our guarantee), without our prior written consent. However, you may transfer our guarantee in respect of defective products, which is stated at Clause 16, to a person who has acquired the item. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant item, for example by providing proof of purchase or producing a letter or chain of letters from the original Purchaser and subsequent Purchasers (where appropriate) transferring the benefit of the guarantee to the new owner of the item in question.

We may transfer, assign, charge, sub-contract or otherwise dispose of the Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract. For the avoidance of doubt, any such transfer, assignment, charge or other disposition will not affect your statutory rights as a consumer or your rights under the Contract or cancel, reduce or otherwise limit any warranty or guarantee which may have been provided by us to you, whether express or implied.

24. EVENTS OUTSIDE OUR CONTROL

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Contract that is caused by events outside our reasonable control.

An event outside our control includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

1. Strikes, lock-outs or other industrial action.
2. Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war.
3. Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
4. Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.
5. Impossibility of the use of public or private telecommunications networks.
6. The acts, decrees, legislation, regulations or restrictions of any government.
7. Any shipping, postal or other relevant transport strike, failure or accidents.

Our performance under any Contract is deemed to be suspended for the period that any event outside our control continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the event outside our control to a close or to find a solution by which our obligations under the Contract may be performed despite the event outside our control.

25. WAIVER

If we fail, at any time during the term of the Contract, to insist upon strict performance of any of your obligations under the Contract or any of these terms and conditions, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default arising from the Contract or the Terms. No waiver by us of any of these Terms shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with the paragraph on Notices above.

26. SEVERABILITY

If any of these Terms or any provisions of the Contract are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to

that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

27. OUR RIGHT TO VARY THESE TERMS

We have the right to revise and amend these Terms from time to time. You will be subject to the policies and Terms in force at the time that you use this website or order items from us, unless any change to those policies, Terms or Privacy Statement is required to be made by law or governmental authority, in which case, any potential changes will also apply to orders previously placed by you.

28. LAW AND JURISDICTION

The use of our website and the Contracts for the purchase of items through such website will be governed by English law. Any dispute arising from, or related to the use of the website or to such Contracts shall be subject to the non-exclusive jurisdiction of the English courts. If you are contracting as a consumer, nothing in this Clause will affect your statutory rights as such. If you live in Scotland you can bring legal proceedings in respect of the items in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the items in either the Northern Irish or the English courts

29. FEEDBACK

We welcome your comments and feedback. Please send all feedback and comments to us via any of the methods shown in the Contact section of our website.

If you as a buyer consider your rights have been breached, you can address your complaints to us via any of the methods methods shown in the Contact section of our website.

In the unlikely event that our Customer Services team are unable to resolve your complaint, and you are still not satisfied following the conclusion of our complaints handling procedure, then you may refer your complaint to the RetailADR, which is an organisation authorised to resolve disputes between consumers and retailers (www.retailadr.org.uk) They may be contacted via post to RetailADR, 12 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes (Tel: +44 203 540 8063), or via email to enquiries@retailadr.org.uk. We will review any complaint passed on to us by the RetailADR.

Last updated on 26 February 2025

APPENDIX

Model cancellation form (complete and return this form only if you wish to cancel the contract)

To ITX UK Limited, operating under the trading name OYSHO, Lumina House, 89 New Bond Street London W1S 1DA

I hereby give notice that I cancel my contract of sale of the following items: [customer to insert description of items]

Ordered on/received on (*)

Name of consumer

Address of consumer

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

Date

(*) Delete as appropriate

T&C APP&FEATURES

These Terms and Conditions of Use (the "Terms") govern the access to and use of the services and various features available on Oysho's app (the "App") and various features available on the App, and, some of them also available in other platforms (the "Features"), These Terms are in addition and without prejudice to the Purchase Conditions of www.oysho.com, where applicable.

Features include: (i) the option to purchase items via the App, this being deemed to be a purchase made on Oysho's online store (the "Online Store"), and therefore subject to the Purchase Conditions of www.oysho.com; (ii) the option to manage receipts for purchases made on the Online Store; (iii) the option to use your QR code to identify yourself as a Oysho user; and (iv) the option to receive an electronic receipt (e-receipt) or electronic proof of purchase, by previously selecting the option "*Digital receipt*" on your App and showing at Oysho's Physical Stores your QR ID, for such purposes. You can, for each transaction, opt to receive a digital receipt rather than a paper receipt.

Both Physical Stores and Online Stores are operated in the United Kingdom by ITX UK Limited, a company registered in England and Wales with company number 02245999 whose registered office address is Lumina House, 89 New Bond Street, London W1S 1DA and VAT number GB 649 927871 ("ITX" or the "Company").

1. GENERAL DESCRIPTION OF THE FEATURES

1. Purchase of items on www.oysho.com via Oysho's App

Customers can purchase items on www.oysho.com via Oysho's App. Therefore, purchases made using the App are deemed to be purchases made on the Online Store and as such, are subject to the Purchase Conditions of www.oysho.com, which you need to accept upon purchasing any item.

1.2 Management of receipts for purchases made on the Online Store

Receipts for purchases made on the Oysho Online Store are stored on the App, specifically in the 'My Purchases' section.

1.3 Identify yourself as a Oysho user by showing your QR ID.

Your QR ID is valid to identify yourself in the store, simplifying procedures and allowing you to have a better experience. Your QR ID may also allow you to participate in promotional actions and get other advantages, which will be subject to the corresponding terms applicable in each case.

1.4 Obtaining an electronic receipt

When paying for a purchase in Physical Stores, you can obtain a receipt in electronic format instead of the paper one. To do this, you must have previously activated the option "*Digital receipt*" on the App, and then present your QR ID code so that the receipt can be automatically sent to the App.

From then on, you may make exchanges or returns at Physical Stores using your QR ID, in accordance with the applicable Terms and Conditions, Oysho's commercial policy, and all relevant legislation.

In this instance, you will not be issued a paper receipt. **Therefore, it is paramount that you understand that by activating the option "*Digital receipt*" on your App you are expressly requesting the e-receipt**

or the proof of purchase in electronic form, and are therefore opting out of receiving it in paper form. You can, before each transaction, opt whether to receive the digital receipt or the paper receipt, depending on which is convenient for you.

At all times, any governing statute on e-receipts or any other applicable regulation, and those to which these Terms and Conditions are bound, shall always prevail.

If you wish to de-register as a user of the App, you can request, during the de-registering process, that all your receipts stored in the App can be sent by email to an email address that you designate for this purpose.

1.5 Scan receipts

If your original receipt is in paper format, you can generate a digital version of the same receipt by scanning the QR code that is found printed on the receipt. From then on, you can make returns in Physical Stores, although please note that any returns will always be in accordance with the relevant terms and conditions, Oysho's commercial policies, and all relevant legislation.

2. AVAILABILITY OF SERVICES AND FEATURES

In accordance with applicable laws, ITX reserves the right to amend, suspend or delete, at any time, at our sole discretion and without prior notice, whether generally or specifically for one or more users, the availability of the Oysho's App or of any or the Features, and to modify, suspend or delete, under the same terms, the availability of the App / all or part of the Features.

3. LIABILITY

Except in those cases where the exclusion of liability is legally limited, we are not liable for any damage that you may suffer from using Oysho's App / the different Features. You agree to use Oysho's App / the Features exclusively for the purposes for which it is intended and therefore, to not make any improper or fraudulent use thereof, and you will be liable to the Company and/or any third party for any damage which may arise from an improper use of Oysho's App / the Features.

You will be liable in the following cases:

- a) when, where applicable, your equipment or terminals associated with the App, SIM cards, email addresses and/or any Passwords are used by a third party authorised by you without our knowledge.
- b) when errors or malfunctions occur when you are using the different Features as a result of defective hardware, software, devices or terminals or of a lack of the necessary security measures installed on the device on which you are using the App/ the Features.

4. INTELLECTUAL PROPERTY, INDUSTRIAL PROPERTY AND OTHER RIGHTS ASSOCIATED WITH THE APP AND THE FEATURES.

Any of the elements that form part or are included in the App/Features are the property or are under the control of the Company or third parties having authorised their use. All of the above shall be hereinafter referred to as the "Property".

Users agree not to remove, delete, alter, manipulate or in any other way amend:

- The notes, legends, signs or symbols that either the Company or the legal right holders incorporate into their property with regard to intellectual or industrial property (e.g. copyright, ©, ® and ™, etc.,).
- Protection or identification technical devices that the Property may contain (e.g. watermarks, fingerprints, etc.,). Users acknowledge that under these Terms, the Company does not assign or transfer any rights over their Property or over any third-party properties.

The Company only authorises users to access and use the Properties in accordance with these Terms.

Users are not authorised to copy, distribute (including by email or on the Internet), transmit, communicate, amend, alter, transform, assign, or in any other way engage in activities that entail the commercial use of the Property, whether in whole or in part, without the express written consent of the legal holder of the exploitation rights.

Access to and use of the Property will always and in all cases be for strictly personal and non-commercial purposes.

The Company reserves all rights over the Property that it owns including, but not limited to, all intellectual and industrial property rights that it holds over the Property.

The Company does not grant users any licences or authorisations to use the Property it owns other than those expressly set forth in this clause. The Company reserves the right to terminate or amend at any time and on any grounds any licences granted under these Terms.

Notwithstanding the foregoing, the Company may take legal action against any other use by users which:

- does not comply with the terms and conditions herein laid down;
- infringes or breaches the intellectual and industrial property rights or other equivalent rights of the Company or of any other third-party legal right holder, or violates any other applicable laws.