GENERAL TERMS AND CONDITIONS (GTC) AND CUSTOMER INFORMATION

UK – 07.07.2025

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1. OF APPLICATION / CONTRACTUAL PARTNER

These General Terms and Conditions and customer information apply to all contracts concluded with Premio Fashion GmbH.

Your contractual partner is Premio Fashion GmbH, Heinrich-Wirth-Straße 8, 95213 Münchberg/Germany, Phone: +49 9251 46-800, Email: service.uk@madeleine.com

2. DELIVERY / PRICES / SHIPPING COSTS

We only deliver within United Kingdom. The delivery takes place within 14 days after receipt of your order, unless a different delivery time is specified in the item description.

All prices are total prices in euros, meaning they include all price components as well as the legal value-added tax. In addition, we charge a flat shipping fee of 4.95 GBP per order.

3. CONCLUSION OF CONTRACT/CONTRACT LANGUAGE/CORRECTION OF INPUT ERRORS

The presentation of items in the online shop constitutes a non-binding invitation for you to submit a binding offer to us, rather than a legally binding offer. You can submit this offer by placing the desired items in the virtual shopping cart (by clicking the "Add to Cart," "Shopping Cart," and "Checkout" buttons) and submitting the order with the items placed in the shopping cart (by clicking the "Buy Now" button). Upon receipt of your order, you will automatically receive an email documenting your submitted offer (order). If you have chosen

the payment methods PayPal or credit card, the contract is concluded upon submission of the order. If you have chosen the payment method invoice, the automated email merely confirms that the order has been received; a contract is not yet concluded. An effective contract is only established when we accept your offer within five days via email, telephone, or by delivering the goods.

The conclusion of the contract takes place exclusively in the anglais language.

You can correct input errors before submitting your order using the technical means provided in the online shop, as well as through the standard functions of your keyboard/mouse. You can also cancel the process at any time by closing the browser window. By clicking the "Buy Now" button, you have made a binding order (offer); input errors cannot be corrected thereafter.

4. PAYMENT CONDITIONS

You have the choice between the following payment methods:

Credit Card

We accept Visa and MasterCard. You need the credit card number, expiration date, and the three-digit verification code on the back of the card. Your credit card will be charged upon completion of the order.

PayPal

To pay with PayPal, you must be registered there and have linked your credit card or bank account. You then pay the invoice amount directly through your PayPal account. After submitting your order, you will be redirected to the PayPal page, where you log in and authorize the payment. PayPal will then immediately process the payment. Further instructions will be provided during the ordering process.

5. RETENTION OF TITLE

Until full payment is made, the delivered goods remain the property of Premio Fashion GmbH.

6. CANCELLATION POLICY

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the day on which you or a third party named by you, who is not the carrier, takes possession of the last goods.

To exercise your right of withdrawal, you must inform us (Premio Fashion GmbH, Heinrich-Wirth-Straße 8, 95213 Münchberg/Germany, Phone: +49 9251 46-800, Email: service.uk@madeleine.com) by means of a clear statement (e.g., a letter sent by post or

email) about your decision to withdraw from this contract. You can use the sample withdrawal form provided, but it is not mandatory.

You may also exercise your right of withdrawal online at www.madeleine.com. If you use this online facility, we will promptly provide you with an acknowledgement of receipt on a durable medium (e.g. by e-mail), confirming receipt of your withdrawal notice and stating the date and time at which it was received.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse you for all payments received from you, including the costs of delivery (except for the supplementary costs arising from your choice of a type of delivery other than the least expensive standard delivery offered by us), without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired.

We will bear the cost of returning the goods.

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

Exclusion of the right of withdrawal

The right of withdrawal does not apply to contracts for the delivery of sealed goods that are not suitable for return due to reasons of health or hygiene if their seal has been removed after delivery.

7. SAMPLE WITHDRAWAL FORM

Premio Fashion GmbH

Asendia UK

Units D1 & D2,

Adanac North Business Park, Adanac Dr,

Southampton SO16 0BT, UK

Click here for the sample withdrawal form.

8. INFORMATION ON DEFECT LIABILITY (WARRANTY)

The provisions of statutory warranty apply. In the case of defects or questions, please contact our customer service:

Premio Fashion GmbH

Heinrich-Wirth-Straße 8

95213 Münchberg/ Germany

Phone: 0203 936 5 456

EMail: service.uk@madeleine.com

9. STORAGE OF CONTRACT TEXT

The contract text is stored by us and will be sent to you immediately after submitting your order along with the withdrawal information and the terms and conditions via email. If you have registered for a customer account in the online shop before completing the shopping cart process, you can also retrieve the contract text via the customer account by entering your access data for a period of 6 months, as long as you do not delete your customer account or it is deleted by us. You can also print the order data immediately after submission.

10. COMPLAINTS PROCEDURE / DISPUTE RESOLUTION

The European Commission provides a platform for online dispute resolution. This gives consumers the opportunity to resolve disputes related to their online order without involving a court. The dispute resolution platform can be accessed via the external link https://ec.europa.eu/consumers/odr/ .

Our email address is: service.uk@madeleine.com

We endeavor to amicably settle any differences arising from our contract with the customer. Furthermore, we are not obligated to participate in a dispute resolution procedure and unfortunately cannot offer our customers participation in such a procedure.

11. APPLICABLE LAW

The law of the Federal Republic of Germany applies, excluding the provisions of the UN Convention on Contracts for the International Sale of Goods (CISG). However, this choice of law applies only to the extent that the protection granted by mandatory provisions of the law of the country in which the consumer has his habitual residence is not deprived.