

General Terms of Service - Service Provider

Applicable as of March 1, 2026

Acquisition of Tilli by Reekom in November 2025. Tilli services are now integrated into the Reekom company.

BLÉRIOT REEKOM FACTORY, a simplified single-member joint-stock company with a capital of 5,000 euros, registered in the Paris Trade and Companies Register under number 928 855 881, whose registered office is located at 7 PLACE DE L'HOTEL DE VILLE, 93600 AULNAY-SOUS-BOIS, represented by Mr. Guillaume PERRET DU CRAY, its President, (hereinafter "**REEKOM**"), has developed an activity consisting, through its website tilli.fr and a mobile application, including the back-office, (together, the "**Platform**"), of providing individual users (the "**End Client**"), a connecting service with professional tailors (the "Providers"), so that they can have various items repaired or designed (clothing, accessories, textile decoration...) (the "Service(s)").

In this context, Reekom's activities are in principle limited to (i) providing access to the Platform to Providers and End Clients, and (ii) thus allowing the connection between Providers and End Clients who have made requests for alterations or design.

Furthermore, Reekom also offers Providers the possibility to respond to more opportunities by putting Providers in contact with end clients of Brands having a specific agreement with REEKOM (the "**B2B Clients**") through other means (together, the "**Annex Services**"), allowing Providers to broaden their possibilities of collaboration with Reekom.

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 of Service:

"Repair Bonus": refers to the reductions on the price of certain eligible repairs as identified in the Reekom price list (available via the following link <https://Reekom.fr/nos-tarifs/>), which correspond to Refashion's financial participation in the price of the repair.

"End Client": User using the Platform to have one or more Services performed via the Platform, and/or B2B Client. It is specified that Reekom or REEKOM may have the status of End Client.

"Order": the order placed by an End Client with Reekom via the Platform for the performance of Service(s) by a Provider and any supplementary Service(s) added subsequently.

"Multiple Order": refers to the Provider's ability to pick up Orders from several End Clients at the Reekom workshop.

"General Terms of Service" or "GTS": this document, describing the terms and conditions applicable to the contractual relationship between Reekom and the Provider and which complement the General Terms of Use.

"General Terms of Use": the general terms of use of the Platform applicable to all Users who use the Platform.

"Contract": the assembly constituted by the General Terms of Service and the General Terms of Use.

"Provider Workshop Space": Personal space of the Provider dedicated to them on the Platform (in particular via the mobile application provided by Reekom). For clarity, it is specified that (i) the Provider Workshop Space is accessible only via the Reekom mobile application and that (ii) any mention of the right of access to the Platform by the Provider Workshop within the GTS is deemed to cover only access to their Provider Workshop Space via this mobile application, the GTS not intended to grant any other license to the Provider on other components of the Platform.

"Brand": a client and/or professional account having concluded a partnership contract with Reekom, which may take charge of part of the Total Price invoiced to the End Client under a Brand Offer or solicit Reekom for the provision of Annex Services by a Provider.

"Brand Offer": the amount that a Brand wishes to offer to the End Client who orders Services via the Platform, as part of a partnership contract concluded between the Brand and Reekom. The Brand Offer can be provided directly by the Brand or be communicated to the End Client in the form of a credit note.

"Provider": has the meaning given to it in the introduction. The service provider works independently and provides one or more Services entrusted via the Platform. They practice through a commercial company within the framework of a business contribution relationship. The Provider must be registered in the trade register according to their activity and have professional insurance.

"Connecting Price": the price paid by the End Client to Reekom for the connection with the Provider.

"Services Price": the total amount of the cumulative prices of the Services that are the subject of the Order; this amount includes only the price of the sewing service due to the Provider.

"Total Price": refers to the total price invoiced to the End Client, including the Services Price and the Connecting Price, and if applicable, the delivery or travel costs if these are not covered within the Services Price.

"Product": refers to the End Client's item on which the Provider intervenes. Products can notably be clothing, wedding dresses, accessories, textile decoration such as curtains, or tablecloths.

"Service(s)": the tailor service performance(s), from alteration to creation, entrusted to a Provider via the Platform.

"Annex Services": has the meaning given to it in the introduction.

"Ordered Service(s)": the service(s) offered by a Provider via the Platform and listed in the Order.

"Platform": has the meaning given to it in the introduction. The Platform includes Reekom plugins available on partner sites, and dedicated Reekom platforms made available to Brands. The platform also

includes co-branded pages (hosted on the tilli.fr site). In the case of certain specific updates or potential technical problems, the mode of communication and operational management of Orders, usually administered by The Platform, may take the form of email exchanges with the Reekom service.

"User": any natural or legal person using the Platform, as an End Client or Provider.

2. PURPOSE

The purpose of the General Terms of Service is to define:

- the conditions under which Reekom:
 - provides the Provider with access to the Platform (via their Provider Workshop Space); and
 - transmits Annex Services proposals through the Platform or directly via email, or by SMS, allowing the Provider to be connected with Boutique Clients and to perform, on behalf of Reekom, missions for Brands;
- the conditions under which the Provider agrees to provide the Service, as defined in Article 3 of the GTS to End Clients, as well as Annex Services to Boutique Clients, Brands, and B2B Clients.

3. SERVICES

Reekom may entrust the following Services to the Provider regarding alteration and repair:

- handling a request for Services issued by a Brand client and carrying out the Order on the Brand's premises.
- provision of Annex Services under the conditions described in Article 10 of the GTS.

4. APPLICATION OF THE GENERAL TERMS OF SERVICE

4.1 The General Terms of Service are accessible at any time on the Provider Space and can be saved and/or printed by the Provider. The General Terms of Service apply, without restriction or reservation and as of right, to the relationship between Reekom and the Provider, from their registration on the Platform by the Provider, and (ii) to all Services rendered by a Provider via the Platform and to Annex Services, regardless of the clauses that may appear on the Provider's documents (such as their general terms of service).

Registration on the Platform by the Provider implies that the Provider consults and expressly accepts the General Terms of Service which can be saved and/or printed, by clicking on the confirmation button provided for this purpose (reproducing the phrase "I certify that I have read and accepted the general conditions of use and service of the site www.Reekom.fr of the Reekom company"). This validation implies acceptance without restriction or reservation of all the General Terms of Service. No registration will be accepted if the General Terms of Service and the General Terms of Use are not previously accepted by the Provider.

The General Terms of Service are modifiable at any time by Reekom. The Provider will be informed of any substantial modification made to the General Terms of Service by email to the address indicated during their registration and by a message when connecting to the Platform. Modifications to these General Terms of Service are enforceable against Providers from the time they are posted online on the Platform but cannot apply to Services ordered previously; the version applicable to the Order or any other Service request being the one in force on the Platform at the date of its validation or confirmation.

In case of refusal of these modifications, the Provider agrees to inform Reekom by email without delay that they wish to unsubscribe from the Platform, and no longer have Orders or requests for Annex Services addressed to them; they must nevertheless complete all ongoing Orders and Annex Services.

4.2 The Provider is informed that any Order made by an End Client implies, on the part of the End Client, the prior, full, and unreserved acceptance of the General Terms of Sale and the General Terms of Use of the Platform, these being accessible at the following address:

https://tilli-files-hosting.netlify.app/terms/CGU_FR_20260301.pdf.

4.3 The information appearing on the Platform is given for information purposes and is revisable at any time. Reekom is entitled to make any modifications that appear useful to it, at any time.

4.4 The Provider recognizes and guarantees having the capacity and the required age (majority) to provide the Services.

5. DURATION

The Contract takes effect on the date of the Provider's registration on the Platform and will continue to apply as long as the Provider is registered on the Platform.

6. ACCESS TO THE PLATFORM

6.1 Provider registration form on the Platform

In order to register on the Platform, and to be able to receive Orders from End Clients or requests for Annex Services, the Provider must first fill out and return a Provider registration form on the Platform (the "Form"). The registration and Form completion procedure is a mandatory prerequisite for the Provider's onboarding procedure.

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

- Last name
- First name

- Copy of an identity document (identity card, passport and if applicable the residence permit (front and back))
- Bank Account Details ("RIB")
- K-BIS company document justifying an independent professional activity
- Certificate of vigilance if applicable
- SIRET/SIREN number
- Phone Number
- Email address
- Professional background ("CV") (optional)
- Tailor's field of expertise (e.g.: Silk/chiffon, Suit, Knitwear, Embroidery)
- Proof of address
- Certificate of personal and, if applicable, professional Civil Liability

The information required in the Form marked with an asterisk is necessary for registration on the Platform - these are necessary for Reekom for administrative and legal follow-up. Answers to questions not preceded by an asterisk are optional and have no consequence for registration on the Platform.

As a reminder, the Provider practicing through a commercial company must have the status of an artisan within the meaning of legal provisions and in particular be registered in the Trades Directory and/or the Trade Register according to their status.

Reekom confirms receipt of the Form by sending an email to the email address communicated in the Form or by calling the Provider at the telephone number indicated in the Form.

The Provider is solely responsible for all the data they enter and provide to Reekom and, generally, for all the content they communicate via the Platform and guarantees Reekom that the information is accurate, precise, and complete and that it does not infringe any third-party rights or violate any legislation or regulations in force.

The Provider is solely responsible for the loss and/or damage resulting from elements and/or information transmitted to Reekom or communicated via the Platform that are incomplete or misleading.

The Provider will submit to Reekom upon registration, and every six months, at the latest, until the end of their contractual relationship with Reekom, the elements referred to in articles L. 8222-1 and L. 8254-1 of the Labor Code.

The Provider agrees to systematically ensure the update of the data and information concerning them on the Platform or by email addressed to Reekom, in particular they agree to inform Reekom of any change in their administrative situation rendering the information communicated via the Form obsolete.

6.2 Provider "Onboarding" (Provider referencing)

Once Reekom has confirmed receipt of their Form to the Provider, it will contact the Provider to invite them to a presentation session to present in detail the operation of the Platform and the Annex Services, if applicable. This session may be conducted remotely.

Following their participation in the training session, if the Provider wishes to benefit from access to the Platform, they will be invited to demonstrate their know-how in order to finalize their registration. In this context, Reekom will organize a remote technical test during which the Provider will be invited to demonstrate their mastery of the techniques required within the framework of the Services and Annex Services.

The Provider having passed the technical test will then be provisionally registered on the Platform and will be invited to perform three Orders transmitted by Reekom for End Clients. In the absence of negative feedback from an End Client, the Provider will be definitively registered on the Platform and will be able to receive from Reekom an unlimited number of Orders and requests for Annex Services.

Reekom also reserves the right to audit, particularly within the framework of the vigilance obligation and the fight against concealed work during onboarding and throughout the duration of the collaboration. This "onboarding" procedure consists of Reekom ensuring the quality of service offered to End Clients and Brands and compliance with labor law.

To fluidify your invoicing for pick-up missions with our partner, you, as a Provider, acknowledge having taken note of the provisions of this document.

The elements provided for within this document are added to the provisions provided for within the General Terms of Service accessible on the Platform.

- Receipt of a mission proposal in the Platform:

Any mission proposal at the initiative of End Clients (individuals and boutiques partner to Reekom) will be received on the Platform, through your Provider Space. Any service, including travel, not referenced within the Platform cannot be invoiced within a period of less than 45 days.

- Validation of Appointment 1 (RDV1):

Upon acceptance of the mission on the Platform, the Provider is responsible for carrying out the appointment on the agreed day & hour.

Any modification impacting the organization of this first appointment must be reported to Reekom customer service so that the change can be made. A comparison between the items listed in the

Platform and those presented on-site must be conducted to confirm physical acceptance of the order lot and, if necessary, adjust the quote.

In the context of a boutique pick-up, if a pricing* or visual** anomaly is detected, the Provider informs the on-site sales team and takes corrective actions.

- Validation of Appointment 2 (RDV2):

Before returning the mission, the Provider checks the compliance of the alterations from Reekom for RDV2 thanks to the standard quality booklet present in the "help" section of the Platform.

The physical return must be made at the day and hour agreed with the End Client concerned. Any unforeseen event will be notified as soon as possible to Reekom customer service.

During the return, a verification of the alterations carried out must be performed in the presence of the End Client (individual or boutique salesperson).

The validation of RDV2 must be done at the same time as a validation on the Platform. This validation then entails the end of the mission and taking into account the upcoming payment. In case of an anomaly detected post-return, the organization of an adjustment appointment called RDV3 will be planned within a period of 1 month from the recorded and validated RDV2 date.

- Payment:

Payment can only take place after validation of RDV2 (or RDV3 if there is one). Payment will be made within 10 business days from the date of validation of RDV2 or RDV3 within the Platform.

If a discrepancy exists between the quote initially entered and the one reflecting the actual work performed, and it was not modified during RDV1 directly from the Platform and notified for information, the Provider **will not be able to make any subsequent claim and no supplementary payment will be due by Reekom.**

If the Provider travels as part of RDV 1, and no item is finally handed over to them, the Provider may request reimbursement of travel costs, according to the applicable rates.

** alteration title does not correspond to the actual planned work*

*** number of items or name of the item presented different from the one recorded*

This "onboarding" procedure carried out by Reekom assures that the quality of service provided to the final clients and brands respects working laws.

6.3 Provider Workshop Space

Once the Provider is registered on the Platform, they will benefit from access to the Provider Space, a dedicated personal space in the name of their company and on which they can:

- Accept Orders and requests for Annex Services if applicable;
- Manage their schedule and scheduled End Client appointments;
- Consult the history of Services rendered to End Clients and Annex Services, as well as the corresponding invoices;
- Consult the monthly balance of their missions and earnings;
- Consult ratings & comments feedback from their End Clients for each mission;
- Consult practical sewing guides (Help section);
- Contact Reekom;

In this context, the Provider agrees to contact Reekom in case of emergency or necessary additional information concerning their order.

6.4 Security of the login identifier and password

The login identifier and password are confidential and reserved for the personal use of the Provider, excluding any use that would be made of them by third parties. Thus, the Provider agrees to preserve the confidentiality of their login identifiers and password and in no case to transmit them to third parties. The Provider is presumed responsible for any action resulting from a connection to the Platform from their login identifier, and therefore, Reekom can in no case be held responsible for the consequences of this use.

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

In case of unauthorized use of their password by a third party, the Provider has the obligation to change this password via the dedicated page of the Platform.

6.5 Unsubscription

The Provider has the option to request their unsubscription from the Platform at any time by sending an email specifying the subject of their request to the following address: contact@reekom.fr.

In this context, the Provider agrees to finalize all Orders accepted prior to receipt of their unsubscription request by Reekom, under the conditions provided for in the General Terms of Service.

7. ACCEPTANCE OF ORDERS - RELATIONSHIP WITH THE END CLIENT

7.1 It is expressly recalled and accepted by the Provider that the Platform is strictly an online connection platform by which Reekom allows End Clients to get in touch with Providers for the purpose of placing Orders. Therefore, the Provider acknowledges that they are contractually bound to the End Client in the context of the execution of an Order. In this context, Reekom's liability cannot be sought due to any damage caused to the End Client and occurring on the occasion of, in relation to, or following the execution of the Ordered Services.

Nevertheless, in case of a claim in connection with the Ordered Services, Reekom will take charge of managing the claim on behalf of the Provider, under the conditions provided for in article 20 of the General Terms of Service.

7.2 Whenever an End Client places an Order via the Platform, and according to various criteria, such as requested technical expertise (materials, type of clothing/accessories), and the areas served by the Provider, the Order will be proposed to several Providers simultaneously meeting these criteria, and in order of priority to optimize their travel (for example, if they have other appointments close in time and/or geographically close). The Provider selected by Reekom for the provision of the Services will be the first to have accepted the Order.

The Provider is perfectly free to accept or refuse to execute the proposed Order for whatever reason it may be. The Provider, practicing through a commercial company, is indeed bound by no employment contract and no link of subordination towards Reekom and retains all freedom in the matter.

In this context, the Provider notably has the ability to specify in their schedule their constraints and/or personal travels in certain places to facilitate their travel and acceptance of the Order.

The Provider enjoys the greatest independence in the organization of their activity and their legal structure. The Provider will determine their working methods for which they alone will assume the costs associated with them.

The Provider will have no obligation, for their activities, to use the Platform, or to go through Reekom at a particular time or for a particular duration, subject to the provisions provided for in article 15 of the GTS.

The Provider is free to accept or reject Orders received via Reekom.

The Provider agrees and guarantees however that they will only accept to perform the Services for which they have the experience, skills, and know-how necessary for their perfect execution and to meet the needs expressed by the End Client and for which they have the time necessary to respect the planned delivery deadline. In the case of Providers practicing in the name of their company, the provider registered on the legal documentation of the company is solely responsible for the proper execution of the performance.

If the Provider accepts an Order, they must then confirm or not their availability and their wish to perform the Ordered Services on their Provider Space. Upon receipt of this confirmation by Reekom, a confirmation and a summary are sent to the End Client by email.

7.3 During the appointment, the End Client may add other Services, not indicated in their initial Order - it will then be up to the Provider to accept or not these complementary Services, and to finalize the Order on the Platform, by validating the finally ordered Services and the applicable Services Price.

It is specified that the Provider is free to fix the final Services Price associated with the Services Ordered by the End Client, in accordance with article 12.1 of the GTS.

The contract between the End Client and the Provider is formed after acceptance of the Services Price by the Client, during the validation of the final Order occurring at the end of the first appointment between the End Client and the Provider. In this context, the Provider agrees to have the End Client validate the indicative quote associated with the Order and finalized from their Provider Space. This agreement must be formalized by the electronic signature of the End Client leading to acceptance of the quote which will become firm and definitive and sending to the End Client a summary email of their Order.

8. MODIFICATION - ORDER CANCELLATION - DELAY

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

The Provider is informed that the End Client may cancel an Order, before the date and time of the appointment initially planned. In this regard, Reekom will immediately inform the Provider by email and agree to make its best efforts to propose a new Order to the Provider.

In case of cancellation by the End Client of a textile Order within 2 hours before the date and time initially planned for the first appointment with the Provider, compensation of 14 euros will be paid to the Provider.

In this hypothesis, Reekom cannot in any case be held responsible towards the Provider for any direct or indirect damage occurring on the occasion of the cancellation of the Order by the End Client or in relation to it, including any possible loss of earnings resulting therefrom.

8.2 Cancellation or modification of the Order by the Provider

The Provider agrees to immediately inform Reekom in case of unavailability or cancellation of the Order.

If the Provider cancels the textile Order, initially accepted via the Provider Workshop space with an explicitly defined handling date, within a period between 3 p.m. and 2h before the agreed time, the Provider will be liable to Reekom for a sum of 25 euros including tax.

If the Provider cancels the textile Order, initially accepted and validated by email exchange or other channel outside the Provider Workshop space, within a period less than or equal to 24h before handling the Order, the Provider will be liable to Reekom for a sum equal to 50% of the established quote for the order.

If the Provider cancels an appointment 2 hours before the time agreed for it, if they do not show up at the date and time agreed for an appointment, or if they cancel the Order subsequent to the appointment, the Provider will be liable to Reekom for a sum of 25 euros, and the amount corresponding to the Connecting Price that Reekom would have touched for the Order concerned.

8.3 Delivery delay of the Order

Non-compliance with the delivery date planned in the Order due to the Provider gives rise to the application of a late penalty fixed at 30% of the Services Price excluding tax for a delay between 1 and 7 days, 50% for a delay less than 2 weeks, 100% for a delay greater than 2 weeks, without the need to perform any formality or formal notice and without prejudice to damages and interests that Reekom could request because of the Provider's delay in executing the Order.

9. SERVICE EXECUTION MODALITIES

9.1 The Provider guarantees that they alone will go to the appointment, and that in no case can they communicate the information concerning the End Client that was communicated to them by Reekom to a third party, and/or entrust the Order to a third party.

9.2 During the execution of the Service, the Provider agrees not to adopt hostile or discriminatory behavior and notably, without this list being exhaustive, linked to religious affiliation, physical appearance, gender, ethnic affiliation, sexual orientation, age and/or health status, etc. Furthermore, the Provider agrees to demonstrate punctuality and courtesy during their exchanges and appointments with the End Client.

9.3 At the end of the finalization of the Order, the Platform proposes to the End Client to respectively rate the Provider's performances as well as to write comments. Reekom is, in any event, never responsible for any opinion and/or rating that End Clients might attribute to the Provider.

10. ANNEX SERVICES

Through their Provider Space, or directly by email, Reekom may propose to the Provider to perform Annex Services.

10.1 B2B "pop-up" Services

Reekom may contact the Provider to invite them to participate in "Pop-Up" events with Brands in order to provide B2B Clients with alteration, customization, and other creation services within their boutiques or a dedicated space chosen by the Brand.

In this context, the Provider, alone or in cooperation with others, will perform the B2B Services as a subcontractor of Reekom.

The B2B Services will be invoiced by the Provider to Reekom, according to an agreement previously agreed between the Parties.

10.2 B2B Boutique "pick-up" Service

Reekom may solicit the Provider within the framework of a Brand Offer consisting of the Provider picking up Orders directly from Brands, within their own boutique. In this context, the Provider will not be in charge of the first appointment, nor the validation of the quote, which will be carried out by the Brand itself, with the B2B Client.

The relationship between the Provider and the B2B Client begins at the collection of the object of the Order by the Provider from the Brand. Therefore, the B2B Client will receive information on the handling of their Order and on the Provider and the Order will be processed like any classic Order.

11. OBLIGATIONS OF THE PROVIDER

11.1 The Provider agrees to deploy the necessary means to ensure the proper execution of the Ordered Services, the Annex Services and respect the deadlines and delivery conditions planned relative to the Service accepted by the Provider. The Provider is solely responsible for the execution of the Services and guarantees that the materials and techniques used are appropriate, comply with trade rules and any instruction formulated by the End Client, the Boutique Client and/or the Brand.

11.2 The Provider agrees to comply with the legislation and regulations in force, notably those relating to information technology, files, freedoms, intellectual property and third-party rights, and is solely responsible for the compliance of its performances and its use of the Platform with the laws and regulations in force. In particular, the Provider is solely responsible for the creations made on the occasion of the execution of the Order and/or the creative or stylistic directives. The Provider guarantees that the creations made on the occasion of the execution of the Orders do not infringe any third-party rights and notably intellectual property rights. Consequently, the Provider will guarantee

Reekom against all third-party actions, claims, actions, prejudices, liabilities, costs or damages resulting from the execution of the Order or born from it, including and without this being limiting, any action for infringement or unfair competition, the Provider taking at their sole charge the costs of any negotiation or litigation engaged by or towards these third parties and this, without Reekom's liability being able to be engaged in any way. For all intents and purposes, it is specified that creations made within the framework of the execution of an Order escape all control of Reekom.

11.3 The Provider agrees to make all declarations and formalities necessary for their independent activity and to satisfy all their legal, social, administrative and tax obligations as well as all specific obligations incumbent upon them in application of the legislation on which they depend in the context of their activity. Reekom's liability cannot be sought in any case in the event of non-compliance with these obligations by the Provider.

The Provider is informed that the income they derive from the Orders they execute via the Platform and/or Reekom are likely to be subject to taxation because of their status as an independent and that they are consequently bound to declare them to the competent tax administration. To find out more, the Provider can consult their obligations on the public service site:

<https://www.service-public.fr/professionnels-entreprises>.

11.4 The Provider agrees to inform Reekom of any change of status likely to have consequences on the Services Price, such as non-liability or subsequent liability to VAT. In case of liability to VAT, the Provider will communicate their intra-community VAT number to Reekom. The Provider agrees in particular to inform Reekom of their subsequent liability to VAT before the first day of the month during which VAT must be applied. In the event that the Provider has not communicated this information to Reekom before this date, the Provider acknowledges that they will be personally liable for the VAT applicable to the Ordered Services.

12. FINANCIAL CONDITIONS

12.1 Price and invoicing

The Provider remains free in all circumstances to fix the prices associated with the Services rendered within the framework of an Order, notably on the basis of the assessment made during the appointment with the End Client.

By registering on the Platform, the Provider will nevertheless have Reekom's indicative price list, available via their Provider Space. The Provider agrees if possible and unless the nature of the Services requires it, to validate a final Services Price in consistency with the grid, and in all cases to practice proportionate and non-excessive prices with regard to the nature of the Ordered Services.

The Provider is informed that the Services Price will be directly paid by the End Client to the Provider via the Platform, through the Mangopay payment platform, provided by the company Mangopay SA, a company under Luxembourg law.

12.2 Offer

12.2.1 Brand Offer

The Provider is informed that in certain situations, Brands that have concluded a partnership contract with Reekom wish to offer to their clients, who also become End Clients insofar as they order Services via the Platform, part of the price of the alterations (the "**Brand Offer**").

In this regard, it is planned that the Provider will be paid by the End Client via Mangopay the remaining price to be paid by the End Client after application of the Brand Offer on the Total Price.

In this context, the difference between the Services Price due to the Provider, and the price paid by the End Client is covered by the Brand under the partnership contract concluded between Reekom and the Brand, and will be paid to the Provider directly by Reekom (which will make it its business to obtain the Brand Offer from the Brand) through indirect invoicing between the Provider and Reekom.

The Provider will thus invoice the entire Services Price to the End Client in practice (even in the event that the Brand Offer is equivalent to the entire Total Price, and where the End Client thus has nothing to pay), but will in reality receive part of the payment directly by Reekom under the Brand Offer.

Repair Bonus Offer

The services offered by Reekom include the establishment of a Repair Bonus. See application modalities and definition of terms in the annex.

12.3 Invoicing mandate

The Provider gives Reekom, for the entire duration of their registration as a Provider on the Platform, an invoicing mandate for the Services provided to End Clients.

By virtue of this mandate, Reekom takes charge of the procedure for issuing invoices corresponding to the Services that the Provider provides to End Clients.

In this context, the Provider has a period of eight (8) days from the date of issue of the invoices on their behalf by Reekom to accept or contest them. At the end of this period, and in the absence of contestation of said invoice, the invoice will be considered as formally accepted by the Provider.

Copies of the invoices issued by Reekom in the name and on behalf of the Provider may be sent by mail to the Provider on request, via their Provider Space.

In the framework of the invoicing mandate, the Provider retains full responsibility for:

- their obligations regarding invoicing, and its possible consequences regarding value-added tax;

- if applicable, the payment to the Public Treasury of the value-added tax corresponding to the Performances invoiced in their name and on their behalf;
- immediately claiming from Reekom any copy of an invoice not received;
- reporting any modification in the details on the identification of their company;
- keeping all supporting documents relative to the execution of the Services, such as copies of the corresponding invoices, including in case of audit by the tax administration.

12.4 Reekom Commission

In the context of the Services, part of the Service Price will be attributed to Reekom, according to the percentages below (the "Commission"), it being specified that the Commission is determined according to the modalities of optimization of the acquisition or processing of the concerned Orders:

Service	Commission Amount
<p>Standard home service (rate applicable for any connection outside B2B "pick-up" Services)</p> <ul style="list-style-type: none"> ○ Declaration management and monitoring of the Repair Bonus: Reekom handles the declaration for the artisan and restitution of funds. Reekom does not advance the funds, because in a case where submitted photos are refused, Reekom would not be held responsible for paying the artisan for the performance on the item concerned. ○ Client cancellations <2h: 14€ compensated ○ Quote assistance & personalized support on request ○ Customer Support 7j/7 via the help section & app 	<p>30% (minimum Commission amount) + 5€ travel costs per order</p>
<p>B2B "pick-up" format - Order process optimization</p> <ul style="list-style-type: none"> ○ pre-pinning and client advice already performed ○ Multiple orders 	<p>Additional 13% + 5€ travel costs per pick-up</p>

13. INSURANCE

The Provider informs Reekom of any insurance policy taken out with a notoriously solvent insurance company covering their professional civil liability for all damages likely to be caused because of the execution of a Service.

14. LIABILITY - GUARANTEE

14.1 It is expressly recalled and accepted by the Provider that the Platform is strictly an online connection platform by which Reekom allows End Clients to get in touch with Providers for the purpose of placing Orders.

The Provider is solely responsible for all the Services they execute on behalf of an End Client and uses the Platform under their exclusive responsibility. In this context, the Provider is solely responsible for the care given to the End Client's goods, their proper maintenance and conservation and for any possible transport of said goods. The Provider will therefore be solely responsible in case of destruction, deterioration or loss of a garment entrusted by the End Client.

The Provider will guarantee Reekom against all claims, actions, prejudices, liabilities, costs or damages resulting from the execution of the Order or born from it, including and without this being limiting, its defectiveness notably because of a defect in the realization, and against all claims relative to the quality or the durability of the executed Services and to material damages caused by it.

Reekom therefore does not guarantee and cannot in any case be held responsible towards anyone, in particular towards an End Client or a Provider, without this being limiting, for:

- the accuracy, completeness and/or the current character of the information and data entered by the Provider;
- the accuracy of the information provided by the Provider on their administrative, legal and tax situation;
- the satisfaction of the End Client, the aptitude, the quality and/or the adequacy of a Provider and/or the execution of a Service by a Provider to a performance sought by the End Client or to an Order for which the End Client would hire them;
- any Service provided by the Provider, the latter declaring and guaranteeing that it does not infringe any third-party rights and complies with all applicable legal and regulatory provisions;
- the choice of a Provider by the End Client for the realization of an Order;
- any damage whatsoever that would result from a fault or any behavior of a Provider or an End Client;

and, in particular, Reekom declines all responsibility for any losses of profits, revenues, opportunities, data, any errors, omissions, losses or any delays, loss of earnings, loss of image, expenses, etc., or

occurring on the occasion of, in relation to or following the use of the Platform and/or the Services by the Provider and all direct or indirect, special or accessory damages that would result therefrom.

14.2 Reekom will do its best so that the Platform functions correctly at any time and allows Users access to the Platform. However, interruptions may take place for reasons of maintenance or update, in case of emergency repairs or in case of failure of telecommunication systems or other technical problems escaping Reekom's control. Reekom's liability cannot be retained in case of force majeure, computer attack (piracy, hacking, etc.), breakdown (or malfunction) of hardware (notably computer), telecommunications and computer networks (notably internet) or electric current, etc., notably when these events entail a delay, a failure to execute or an interruption of access to the Platform. Generally, Reekom cannot be held responsible for a failure that would not be its fault.

Reekom may furthermore suspend or temporarily limit access to the Platform and this, immediately and without prior notification, when Reekom estimates, at its entire discretion, that the Platform is undergoing or is going to undergo a serious threat to the security of the data and/or its system (e.g.: security flaw that could for example come from the antivirus or operating system editor, ...).

14.3 Reekom's liability can only be engaged in case of non-execution of its commitments resulting from the General Terms of Service and is limited to direct and personal prejudices suffered by the Provider, to the exclusion of any indirect prejudice, of any nature whatsoever.

15. NON-SOLICITATION

15.1 The Provider agrees (i) not to solicit or otherwise contact directly or indirectly an End Client for whom they have performed a Service using the information collected via the Platform or communicated and/or collected in the context of the execution of the Services by the latter nor (ii) to have a Service directly or indirectly entrusted by such an End Client, without passing through the intermediary of the Platform and/or Reekom and this, for a period of eighteen months from the completion of said Service.

15.2 In case of non-compliance with this commitment, the Provider must pay Reekom a penalty equal to 50% of the order made without its intermediary. This penalty will be due as of right and upon receipt of a formal notice and without prejudice to all damages and interests that Reekom could request in compensation for its prejudice.

16. PERSONAL DATA

In the context and for the needs of the execution of the Services, Reekom communicates to the Provider personal data concerning the End Clients. In this regard, just like Reekom, the Provider acts as a data controller, with regard to the regulations applicable to data protection, and notably to Regulation No. 2016-679 of April 27, 2016 (the "GDPR"), and Law No. 78-17 of January 6, 1978 relating to information technology, files and freedoms, as modified.

The Provider thus agrees to process the personal data of the End Clients in accordance with the regulations applicable to data protection, and to use them only for the needs of the execution of the Orders, and for no other purpose. The Provider guarantees in this respect Reekom against any claim or complaints from End Clients concerning the processing of their personal data by the Provider.

17. INDEPENDENCE OF THE PARTIES

The parties will act at any time in full independence from each other and no provision of the General Terms of Service can be interpreted as creating any subsidiary or joint venture or de facto company between the parties.

18. MISCELLANEOUS

18.1 In the hypothesis where any one of the provisions of the General Terms of Service would be considered as being null, illegal or unenforceable by a competent jurisdiction or by an authority having competence to do so, or in application of a legislative or regulatory text in force, the concerned contractual provision will be deleted without the validity, nor the unenforceability of the other provisions of the General Terms of Service being affected, subject to the maintenance in force of the essential provisions of the General Terms of Service. The parties will consult and negotiate in good faith in order to try to find the means to implement the purpose pursued by this provision.

18.2 The fact for one of the parties not to exercise a right or not to claim from the other the execution of an obligation incumbent on the latter by virtue of the General Terms of Service, will not be worth waiver of the exercise of this right or the execution of this obligation, nor exemption of the defaulting party from the accomplishment in the future of its obligations under the Contract in accordance with it.

18.3 The execution of the Services and/or the use of the Platform does not entail any assignment of any intellectual property right pertaining to any one of the elements or content of the Platform, of which Reekom is the sole owner, for the benefit of the User; any extraction, reproduction, compilation or reuse not expressly authorized constitutes an infringement of Reekom's rights.

18.4 The Provider expressly authorizes Reekom to reproduce the photographs they will have taken of the creations, and notably but without being limited to alterations, transformations and embroideries, made in execution of the Order on all its communication supports, whatever its nature or the media and notably on internet and on any promotional support and this, free of charge. In this respect and considering that such photographs and/or these creations are considered as protectable under copyright, the Provider thus concedes to Reekom, a non-exclusive and free right, for the whole world or for the legal duration of their protection, of reproduction, representation and adaptation of these photographs by all current as well as future means, and in whatever form or support whatsoever (already known or later discovered). This right notably implies the right for Reekom to publish, broadcast, edit any website, document or any object integrating a reproduction of all or part of these photographs.

18.5 In accordance with the provisions of article 1126 of the Civil Code, the Provider expressly accepts the use of email for the communication of all necessary or requested information for the purpose of the conclusion of the Contract or those which are addressed during its execution.

19. TERMINATION

19.1 The Contract will be terminated as of right if during its execution one of the parties does not respect its contractual obligations and does not bring remedy to its breach within seven (7) days of the receipt of a registered letter with acknowledgment of receipt addressed by the other party formally notifying it to execute the obligation incumbent upon it.

19.2 The Provider may, at any time, subject to compliance with a thirty (30) day notice period, and the execution of ongoing Orders, decide to unsubscribe from the Platform and thus to terminate the Contract. To this end, the Provider formally informs Reekom by email, and/or via their Provider Space.

20. MANAGEMENT OF DISPUTES BETWEEN PROVIDERS AND END CLIENTS OR BRANDS

20.1 General provisions

In order to facilitate the settlement of disputes between Providers and End Clients, Reekom sets up an intermediary facilitator service for dispute management between the Provider and the End Client. In this regard, the Provider expressly gives a mandate to Reekom to facilitate mediation in the context of a dispute with an End Client.

In the context of dispute settlement, Reekom agrees to notify the Provider of any dispute, and to obtain from them any necessary information in connection with the dispute in order to be able to give it the best outcome. In particular, the End Client can only be compensated by the Provider once the dispute is established as irrevocable. In this specific case, the Provider's insurance will be called into question.

20.2 Detailed procedure

In case of a dispute emanating from an End Client, the following procedure will apply depending on the applicable situation:

1. A good receipt validation during the return appointment (called RDV2) must take place between the Provider and the End Client. This good receipt validation is qualified by a hand-to-hand exchange, a visual validation by the End Client. It therefore acts as acceptance of the good return quality of the processed item.
 - a. In the event where the End Client would have refused the good receipt validation during the return, no claim policy can be taken charge of. Refusal is categorized as, among others, the non-hand-to-hand return by the End Client of the items (deposit on the checkout counter, ...), the refusal of visual validation (refusal to note the return quality of the alterations).

- b. If it is demonstrated that the good receipt validation was not made possible by the Provider (precipitate departure of the Provider, no validation proposal, non-hand-to-hand return of the Provider's initiative), the Reekom support service will listen to the claim, and, if proven quality defect, the compensation will be entirely at the Provider's charge.

2. In the event where an adjustment of the Product remains possible:

- a. Reekom agrees to ensure an amicable management of the dispute by proposing that the Provider adjust the Product during a new appointment. In this context, the Provider accepts to take charge of all the costs associated with this request, and in particular their travel costs to the End Client (or to the Brand) and labor.
- b. If the End Client refuses the Provider's intervention, Reekom agrees to pursue the amicable management of the dispute and will have the ability to designate another Provider to perform the adjustments on the litigious Product. In this case, Reekom reserves the right to suspend the Provider's payment or to solicit from the Provider the reimbursement of the costs that will be incurred by Reekom in the context of managing the dispute, and in particular, the costs associated with the intervention of a new Provider. Reekom simply agrees to take charge of the organization of an adjustment with another Provider. Furthermore, the Provider agrees to return to the End Client the total price of the Order relative to the litigious Product, without being able to claim any compensation from Reekom. Reekom reserves the right to postpone this remuneration of the initial Provider to compensate the remuneration of the new Provider who will ensure the adjustment.

3. In the event where an adjustment of the litigious Product is impossible even after the third appointment between the Provider and the Client or if the damage on the Product is irreversible:

"It is specified that during each return made to an End Client after a dispute, Reekom will make available to the Provider the possibility of offering a commercial gesture in the form of a promotional code. The Provider can then apply this commercial gesture as compensation to the End Client during their appointment, which they agree to communicate to the End Client during their appointment."

Reekom will manage the mediation with the end client and the financial compensation of the dispute towards the End client will be at the provider's charge.

21. APPLICABLE LAW - DISPUTES

The General Terms of Service and the operations resulting therefrom are subject to French law. They are written in the French language. In the case where they would be translated into one or more languages, only the French text would prevail in case of dispute.

Any dispute or litigation born from the interpretation, validity, formation, execution and/or expiration of the Contract will be the subject of an amicable settlement attempt between the Parties.

In any event, failing an amicable solution occurring between Reekom and the provider, within a period of one month, any dispute or litigation resulting from this contract will be the exclusive competence of the commercial court of Paris, and this, including in case of summary proceedings, third-party appeals or plurality of defendants.

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ANNEXES

1. Reparation Bonus

ANNEXES

Repair Bonus

4. What is the Repair Bonus?

The Repair Bonus is a financial aid for repair set up by the government within the framework of the AGECL law (Anti-Waste Law for a Circular Economy). Thanks to this aid, consumers can benefit from discounts ranging from 6 to 25€ on certain textile and shoemaking repairs. This financial incentive aims to encourage more people to choose repair rather than replacement of their clothes and shoes. The Repair Bonus is financed by the Repair Fund, which comes from the sale of new clothes and shoes. When purchasing a new product of this type, an eco-participation is systematically included in the price. This envelope is then returned to eco-organizations, like Refashion, which finance the Bonus.

5. How does Reekom operate it for its Providers?

By obtaining the Refashion label for its entire platform, Reekom indeed opens eligibility for the Repair Bonus to its network of existing Providers, but also to any new entrant. This means that by collaborating with Reekom, any provider is automatically labeled and thus, without taking any steps with Refashion, can propose the application of the repair bonus to the end client. Reekom agrees to proceed with the declarations for the artisans and to manage the restitution of funds upon receipt. If the photos were to be refused, the concerned performances will not be paid to the provider.

6. Responsibility of the Provider

The condition of application of the Repair Bonus lies in the capacity to prove the necessity of an eligible performance on a garment or a shoe. For this, photos of the repair before and after are requested and condition the payment of the bonus. In the absence of these photos, the Provider's remuneration may be questioned. It is the responsibility of the Provider to ensure the proper collection and transmission of

these photos thanks to the Provider Workshop space or the "Communication" page made available on the Reekom.fr site.