

## General Terms of Use

Applicable as of March 1, 2026

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

These general terms of use are applicable to the website accessible at the address [tilli.fr](https://tilli.fr), to the Tilliste Pro mobile application, to Reekom plugins deployed on partner sites, and to Reekom platforms made available to partner brands (hereinafter referred to as the "Site"), operated by the company BLÉRIOT REEKOM FACTORY, a single-person simplified joint-stock company registered in the Trade and Companies Register under number 928 855 881 RCS Paris, with a share capital of €5,000, 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").

Email: [contact@reekom.fr](mailto:contact@reekom.fr)

Publication Director: Guillaume PERRET DU CRAY

Site hosted by: Netlify Inc. (2325 3rd Street, San Francisco - California [abuse@netlify.com](mailto:abuse@netlify.com))

### PREREQUISITES

The User confirms they have read, understood, and accepted the entirety of the General Terms of Use before any use of the Site and agrees to respect them.

### Article 1 - Definitions

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

*"End Customer"*: User using the Site with a view to having one or more Services performed via the Site - every Customer must register on the Site and accept the General Terms of Sale ([https://tilli-files-hosting.netlify.app/terms/CGV\\_FR\\_20260301.pdf](https://tilli-files-hosting.netlify.app/terms/CGV_FR_20260301.pdf)).

*"General Terms of Service"*: the general terms of service applicable to the contractual relations between Reekom and the Provider, which supplement the General Terms of Use.

*"General Terms of Sale"*: the general terms of sale applicable to orders placed by an End Customer on the Site, which supplement the General Terms of Use.

*"General Terms of Use"*: the general terms of use of the Site applicable to all Users and which supplement the General Terms of Sale.

*"Contract"*: the whole consisting of the General Terms of Sale and (i) the General Terms of Use, as regards the End Customer, or (ii) the General Terms of Service, as regards the Provider.

*“Data”*: All information and data of a User, communicated by the latter to Reekom via the Site, or available on public websites, or generated by the use of the Site or processed by Reekom.

*“Provider”*: professional provider who works independently and on their own account and providing one or more Services entrusted by an End Customer via the Site - every Provider must register on the Site and accept the General Terms of Service.

*“Service(s)”*: the service(s) of home seamstresses/tailors, from alterations to creation, entrusted to a Provider via the Site.

*“User”* : any person using the Site or a Service.

## **Article 2 - General Information**

**2.1** Access to the Site, its use, and its content are subject to these General Terms of Use. Any access and any use of the Site entails the express and unreserved acceptance of all of these General Terms of Use by the User.

**2.2** The General Terms of Use are subject to modification at any time. The User thus agrees to check the General Terms of Use regularly and to comply with them.

**2.3** Reekom reserves the right, without prior information to the User, to modify or improve existing features or to add new features.

**2.4** The User can reach Reekom for any question relating to the Site by writing an email to the address "contact@reekom.fr".

## **Article 3 - Presentation and Content of the Site - Intellectual Property**

**3.1** Reekom is the sole owner of all intellectual property rights relating to the Site (including all its contents and features, its general structure, software, texts, animated or fixed images, sounds, know-how, creations, drawings, illustrations, logos, graphic elements, trademarks and other distinctive signs, presentations, articles, files available for download, etc. and, more generally, all elements composing the Site) and to the database (including its architecture).

**3.2** The User has an individual and private, non-exclusive, and non-transferable right of use. The representation, reproduction, or exploitation in any way whatsoever of all or part of the Site, by any process whatsoever, as well as any use of the content of the Site for purposes other than individual and private consultation, without express and prior authorization from Reekom, is prohibited and constitutes an infringement sanctioned by the intellectual property code.

The General Terms of Use do not entail any assignment or any license of any intellectual property right for the benefit of the User outside the right to use the Site in accordance with all the stipulations of the General Terms of Use.

#### **Article 4 - Access to the Site**

**4.1** To access the Site, the User must have internet access. Reekom agrees to implement all means at its reasonable disposal so that the Site is accessible by Users at all times, 24 hours a day and 7 days a week, with the exception of maintenance periods. However, access to the Site may be slowed down or momentarily interrupted for technical reasons, failure or disruption of telecommunication systems beyond the control of Reekom or necessities related to the service and in particular to ensure the maintenance of Reekom's servers, maintenance and updating of the Site, etc., Reekom's liability cannot be engaged in any way as a result.

**4.2** Reekom may temporarily suspend or limit access to the Site, immediately and without prior notification, when Reekom finds a security breach likely to seriously compromise the security of the Data and/or Reekom's server.

#### **Article 5 - Prohibited Behaviors**

The Site is an automated data processing system. Any fraudulent access or maintenance within the latter is prohibited and criminally sanctioned. It is the same for any hindrance or alteration of the functioning of this system, or in the event of introduction, deletion, or modification of the data contained therein. Thus, Users agree not to disrupt the proper functioning of this automated data processing system, and in particular not to introduce viruses, nor to damage, illegally access or modify the data stored on the Site.

Users must not systematically extract and/or reuse parts of the Site's content without Reekom's prior written authorization. In particular, Users are prohibited from using data scraping robots, or any other similar data collection tool to extract or to reuse part of the elements contained on the Site.

#### **Article 6 - Personal Data - Information Technology and Liberties Law**

**6.1** The Data and information transmitted by the User during their registration, during navigation on the Site, or during their use of the Site and/or Services include personal data. This personal data includes in particular:

- information collected in the Customer form, or Provider form during registration on the Site;
- all information, data, or content provided or generated by the User during the use of the Site (e.g., IP address), the implementation of any online form, support contact;
- all information, data, or content provided or generated by the User during the use of the Services (e.g., order history).

Reekom, as the data controller of this data, informs Users that this personal data is collected, recorded, used, and is subject to computer processing, under the conditions defined below.

**6.2** Personal data is intended for Reekom, for Providers and End Customers, for Reekom's partner brands within the framework of brand offers, as well as for any subcontractor Reekom may call upon,

acting on its instructions and on its behalf, and if applicable to Reekom's external advisors (lawyers, accountants, etc.).

Personal data is necessary for the purposes of:

- **the performance of a contractual obligation between Reekom and End Customers and/or Providers**, in particular:
  - to allow Reekom to contact End Customers wishing to obtain a Service;
  - to allow Reekom to contact Providers in the context of a Service search by an End Customer;
  - to analyze User needs in accordance with the purpose of the Site;
  - to ensure the processing, follow-up, and connection between Users;
  - to communicate to the Provider the information relating to the End Customer necessary for the execution of the Services;
  - to communicate to the End Customer the information relating to the Provider necessary for the finalization of the Order for Services;
  - to ensure billing and payments for Services;
  - to enforce the General Terms of Use, General Terms of Sale, and General Terms of Service.
  
- **the realization of Reekom's legitimate interest, consisting in the improvement of its services, and in the loyalty of its End Customers:**
  - to communicate to the User information relating to the Site or Reekom, in particular its updates, newsletters, offers, news, etc.

In the absence of collection of this personal data, Reekom cannot ensure the proper realization of these purposes and certain services may be inaccessible.

**6.3** Personal data is kept for a period of three years from the end of the contractual relations, and if applicable for the applicable prescription periods.

In accordance with applicable regulations, and in particular the General Data Protection Regulation ("GDPR"), and the "Information Technology and Liberties" law of January 6, 1978, as amended, the User has a right of access, rectification, and erasure of Personal Data concerning them, and in certain circumstances, the right to request the limitation of processing, the portability of their personal data, or to oppose their processing for reasons relating to their particular situation. The User also has the right to define directives relating to the fate of their personal data after their death.

**In case of use for marketing purposes, the User can oppose the processing of their personal data at any time and without reason.**

The User can exercise these rights at any time and for the future by sending an email to the following address: [contact@reekom.fr](mailto:contact@reekom.fr), indicating their surname, first name, and e-mail address. It is specified that in the event that the User requests the deletion of their data, the services for which personal data is necessary for their execution may cease.

The User is informed that in the event of a complaint, they can submit a complaint to the CNIL.

To learn more, consult your rights on the CNIL website

<https://www.cnil.fr/fr/comprendre-vos-droits>.

**6.4** Data transmitted by the User in the context of the use of the Site is kept by Reekom under reasonable security conditions. Reekom will use its best efforts to preserve the security of Users' personal data and in particular prevent it from being distorted, damaged, or accessible to unauthorized third parties.

**6.5** Reekom is authorized to communicate personal data of the User when this data must be disclosed as a result of a judicial or administrative injunction or when its communication is necessary for Reekom to ensure its defense in the context of a judicial or administrative procedure.

### **Article 7 - Cookies**

The User is informed that during their visits to the Site, a cookie may, subject to their agreement, be installed on their navigation software. A cookie is a tracker placed on the User's terminal which serves to record information relating to the User's navigation on the Site.

The cookie is intended for recording information relating to the User's navigation on the Site and to facilitate and improve subsequent uses of the Site (personalization of Site content, memorization of login and password, geolocation). The retention period for this information is one (1) year from the User's consent.

The User can oppose the recording of cookies and change their browser settings by clicking on the link relating to cookie settings. However, in this case, Reekom cannot guarantee the proper functioning of all features of the Site. The continuation by the User of their navigation on the Site constitutes agreement to the placement of cookies on their terminal.

### **Article 8 - Third-party Websites**

The Site may contain links to third-party websites that do not belong to and are not controlled by Reekom. Reekom assumes no responsibility for the content, privacy policy, or practices of third-party websites. By using the Site, the User accepts that Reekom's liability cannot be engaged due to their use of third-party websites.

### **Article 9 - Limitation of Liability**

**9.1** Reekom shall in no case be held liable to anyone for any indirect damage including, without limitation, viruses, computer defects or malfunctions, loss of customers or profits, revenue, opportunities, data, any errors, omissions, losses or any delays, whether the damage is caused in any way whatsoever during, in relation to, or as a result of the use of the Site or any content or other element accessible or downloaded from the Site.

**9.2** Reekom does not guarantee, in any way whatsoever, that the Site is free of any malicious computer code, including but not limited to computer viruses. Reekom's liability cannot be engaged in case of damage or deletion of data caused by malicious computer codes.

**9.3** Reekom guarantees neither the entire accuracy nor the exhaustiveness or the current nature of any data or information accessible from the Site nor uninterrupted access to it and any guarantee, explicit, implicit or legal, including any guarantee of quality or fitness for a specific use, is expressly excluded.

**9.4** The user is solely responsible for the use they make of the Site and of all Data and content they communicate, transmit on the Site or that they exchange with other Users and for any other action on their part on the Site. The User guarantees Reekom against any claim or action of third parties in this respect and Reekom shall in no case be held liable for any direct or indirect damage resulting from the use by the User of the Site. The User recognizes and accepts that Reekom has no obligation to monitor or control the Data and information communicated, transmitted, exchanged on the Site or via the Site.

Reekom reserves the right to take legal action against any offending User in order to obtain reparation for its own prejudice.

#### **Article 10 - Miscellaneous**

**10.1** In the event that any of the stipulations of the General Terms of Use were considered to be 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 contractual stipulation concerned will be deleted without the validity or enforceability of the other stipulations of the General Terms of Use being affected, subject to the continued application of the essential provisions of the General Terms of Use.

**10.2** 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 Use, will not be worth waiver of the exercise of this right or of the execution of this obligation, nor exemption of the defaulting party from the accomplishment in the future of its obligations.

#### **Article 11 - Applicable Law - Disputes**

The law applicable to the General Terms of Use is French law. They are drafted in the French language. In the event that they are translated into one or more languages, only the French text would be authentic in the event of a dispute.

Subject to applicable legal provisions, any claim or dispute arising from the validity, interpretation or execution of the General Terms of Use will be submitted to the competent courts within the jurisdiction of the Paris Court of Appeal, under common law conditions. In the event that the User is a consumer, they may also bring the matter before the courts of their domicile.