

## **General Terms and Conditions of Sale - Users**

Applicable as of March 1, 2026

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

These general terms and conditions of sale are applicable and govern all contractual relationships between the company Reekom and a Final Client and/or between a Final Client and a Provider.

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### **Article 1 - Definitions**

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

*"Final Client"*: User using the Site to have one or more Services performed via the Site.

*"Order"*: order placed by the Final Client with Reekom via the Site for the performance of Service(s) by the Provider and any subsequent additions of Service(s).

*"General Terms and Conditions of Sale"*: the general terms and conditions of sale applicable on the day of the Order and which supplement the General Terms and Conditions of Use.

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

*"Contract"*: the whole consisting of the General Terms and Conditions of Sale and the General Terms and Conditions of Use.

*"Customer Area"*: Personal space of the Final Client dedicated to them on the Site or plug-in.

*"Brand"*: a clothing, accessory, or textile decoration brand having concluded a partnership contract with Reekom, which may cover part of the Total Price invoiced to the Final Client under a Brand Offer.

*"Brand Offer"*: the amount a Brand wishes to offer its client who orders Services via the Site, within the framework of a partnership contract concluded with Reekom.

*"Provider"*: Professional service provider user and self-employed entrepreneur who works independently and on their own account and provides one or more Services entrusted by a Final Client via the Site.

*"Connection Price"*: the price paid by the Final Client to Reekom for being put in touch with the Provider.

*"Service 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 alteration service due to the Provider.

*"Total Price"*: designates the total price invoiced to the Final Client, including the Service Price and the Connection Price, and where applicable, delivery or travel costs if these are not covered as part of the Service Price.

*"Appointment Price"*: designates the total price invoiced to the Final Client, for a consulting service rendered, in the event that the Services are not feasible or for which the Final Client has exercised their right of withdrawal.

*"Product"*: designates the item of a Final Client on which the Provider intervenes. Products may notably be clothing, wedding dresses, accessories, textile decoration such as curtains, or tablecloths.

*"Appointment"*: appointment service ordered by the Final Client from Reekom via the Site with a view to the performance of Service(s) by the Provider and any subsequent additions of Service(s).

*"Service(s)"*: the service(s) of home seamstresses, from alteration to creation, entrusted to a Provider via a co-branded page or plug-in of a partner brand or a pick-up alteration & repair service in one of our partner stores.

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

*"Site"*: co-branded pages and plugins of our partner brands and the Tilliste Pro mobile application used by Reekom for the connection of Final Clients and Providers, and the Reekom platforms made available to Brands.

*"Reekom"*: BLÉRIOT REEKOM FACTORY, a simplified joint-stock company with a single shareholder 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, email address: [contact@reekom.fr](mailto:contact@reekom.fr), and publisher of the website accessible at the address [tilli.fr](http://tilli.fr).

*"User"*: any person using the Site or a Service, as a Final Client or Provider.

## **Article 2 - Application of the General Terms and Conditions of Sale**

2.1 The General Terms and Conditions of Sale are accessible at any time on the Site and can be saved and/or printed. Upon registration of the Final Client on the Site, they will also be communicated to them by email on a durable medium.

The General Terms and Conditions of Sale apply, without restriction or reservation and by right, to all relationships between Reekom and the Final Client, from their registration on the Site by the Final Client (including when the Final Client registers on the Site via a Reekom plugin integrated on a partner site, or when a Brand registers the Final Client on the Site with their agreement, via the Reekom platform during an in-store purchase).

The General Terms and Conditions of Sale are also applicable to any Order by a Final Client for Services rendered by a Provider made via the Site or through Reekom, regardless of the clauses that may appear on the documents of the Provider (such as their general conditions of service) and/or the Final Client (notably their general conditions of purchase).

Registration on the Site by the Final Client, and any Order placed via the Site or through Reekom, implies that the Final Client consults and expressly accepts the General Terms and Conditions of Sale, which can be saved and/or printed. This validation implies acceptance without restriction or reservation of the entire General Terms and Conditions of Sale. No registration or Order will be accepted if the General Terms and Conditions of Sale and the General Terms and Conditions of Use are not accepted beforehand by the Final Client.

The General Terms and Conditions of Sale are modifiable at any time by Reekom without notice. The Final Client will be informed of any modification made to the General Terms and Conditions of Sale by email to the address indicated during registration and by a message during their connection to the Site. Modifications to these General Terms and Conditions of Sale are binding on Final Clients as of their posting online on the Site and cannot apply to transactions concluded previously; the version applicable to the Order is the one in force on the Site on the date of its validation. In case of refusal of these modifications, the Final Client undertakes to inform Reekom and to no longer make any use of the Site.

**2.2** The Final Client is informed that any acceptance by a Provider to perform a requested Service implies, on the part of the Provider, the prior, full and unreserved acceptance of the General Terms and Conditions of Service - Provider, and the General Terms and Conditions of Use of the Site.

**2.3** Information appearing on the Site is given for information purposes only and is revisable at any time. Reekom is entitled to make any modifications it deems useful.

**2.4** The Final Client acknowledges and guarantees having the capacity and the age required (majority) to acquire the Services offered on the Site.

### **Article 3 - Duration**

The Contract takes effect on the date of registration of the Final Client on the Site and will be applicable to all Orders made by the Final Client via the Site / through Reekom.

### **Article 4 - Registration on the Site**

#### *4.1 Final Client Registration Form on the Site*

To register on the Site, and to be able to make Orders for Services, the Final Client must first fill out and return a Registration Form on the Site.

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

- Name
- First Name
- Postal address
- Email address
- Phone number
- Type(s) of sewing work sought
- Bank details
- Promo code
- Material typology
- Item details

The information required in the Form marked with an asterisk is necessary for registration on the Site. Responses to questions not preceded by an asterisk are optional and without consequence for registration on the Site.

Reekom confirms receipt of the Form by sending an email to the email address provided in the Form. The Final Client is solely responsible for all data they fill in and provide to Reekom and, generally, for all content they communicate via the Site and guarantees Reekom that the information is accurate, precise and complete and that it does not infringe any third-party rights nor violate any legislation or regulation in force.

The Final Client is solely responsible for loss and/or damage resulting from incomplete or false elements and/or information transmitted to Reekom or communicated via the Site.

It is the responsibility of the Final Client to take all measures to ensure the protection of data and software stored on their computer, notably against contamination by viruses or spyware that could be introduced by third parties via the internet.

The Final Client guarantees Reekom that their activity carried out on and via the Site will not be contrary to any law or regulation in force, Reekom is not able to be held responsible for any activity of the Final Client on or via the Site.

The Final Client undertakes to systematically ensure the updating of data and information concerning them on the Site.

#### *4.2 Customer Area*

Once the Final Client is registered on the Site, they will benefit from access to a personal space dedicated to them, the Customer Area, on which they can:

- Modify their personal information or that relating to their company;
- Modify their addresses for their future appointments;
- Add / delete registered bank cards;
- View scheduled Appointments;
- Cancel/postpone their future Appointment requests;
- Consult their Order history, as well as the amount and details of each order placed;
- Contact Reekom.

#### *4.3 Security of the login ID and password*

The login ID and password are confidential and reserved for the personal use of the Final Client, to the exclusion of any use that would be made by third parties. Thus, the Final Client undertakes to preserve the confidentiality of their login credentials and password and in no case to transmit them to third parties. The Final Client is presumed responsible for any action resulting from a connection to the Site from their login ID, and therefore, Reekom cannot under any circumstances be held responsible for the consequences of this use.

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

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

## **Article 5 - Orders**

**5.1** It is expressly recalled and accepted by the Final Client that the Site is strictly an online connection platform by which Reekom allows Final Clients to enter into contact with Providers and to agree on an Appointment with a view to placing orders for Services. Contracts passed via the Site for the needs of an Order for Services are concluded directly between the Final Client and the Provider. Reekom's liability can therefore in no case be sought due to any damage, in any capacity whatsoever (including in connection with the quality and safety requirements applicable to clothing and accessories subject to the Ordered Services, notably intended for children), 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 Services provided by a Provider, the Final Client is invited to contact Reekom directly, which is in charge of centralized dispute management on behalf of the Providers.

In the event of a dispute, the Final Client must make a claim at the address [contact@reekom.fr](mailto:contact@reekom.fr) (which will then transmit the claim form). A claim file may be opened within 3 months for any item subject to the Repair Bonus and 2 months for any other item.

**5.2** In accordance with the provisions of article 1126 of the Civil Code, the Final Client expressly accepts the use of email for the communication of all information necessary or requested with a view to the conclusion of the Contract or those addressed during its execution.

**5.3** To be able to make an Order, the Final Client must have registered on the Site, in accordance with the procedure described in Article 4.1 of these General Terms and Conditions of Sale.

Orders for Services are placed exclusively via the Site. The initial Order is subject to a summary including notably the Service requested, the estimated Total Price based on the Reekom price list (not final) and including delivery/travel costs, the address, the date, the time of the appointment, etc.

Before validating the initial Order, it is the responsibility of the Final Client to verify the accuracy of the information of the Order and its elements and, if necessary, to identify and correct errors. Validation of the Order implies acceptance without restriction or reservation of the entire General Terms and Conditions of Sale.

No Order will be accepted if the General Terms and Conditions of Sale and the General Terms and Conditions of Use are not accepted beforehand by the Final Client.

**5.4** Once an appointment is validated with a Provider, the Provider will go to the address indicated on the agreed date to evaluate the alterations and issue a final quote.

In case of refusal and/or unavailability of the Provider for the performance of the Ordered Services, Reekom will notify the Final Client by email, SMS or phone call depending on the urgency and, as far as possible, will propose another Provider who can perform said Services.

Only the Provider can validate the Order and define the final Service Price associated with it. During this appointment, the Final Client may add other Services, not indicated in the initial Order, if the Provider accepts it. The Provider will finalize the final Order with the Final Client before validation on the Site.

In this regard, the taking into account of the final Order and its acceptance during the appointment with the Provider are confirmed by sending an email to the Final Client at the email address indicated by the latter in their Client Form. The Final Client acknowledges and accepts that this email has probative value as to the Ordered Services, and that their bank card will be debited on this basis.

The contract between the Final Client and the Provider is formed upon validation of the final Order.

**5.5** It is expressly provided and accepted by the Final Client that no Order can be placed within a period of less than 3 hours before the desired date for the performance of the Services.

**5.6** Reekom reserves the right to refuse to connect a Final Client and a Provider regarding any Order that appears litigious or fraudulent and any Order by a Final Client with whom there exists a dispute of any nature, past or current and notably a dispute relative to the payment of a previous order.

## **Article 6 - Modification - Order Cancellation**

### *6.1 Cancellation or modification of the appointment / Order by the Final Client*

Possible modifications to the Order requested by the Final Client, notably the date and time of the performance of the Service, must be notified without delay by the Final Client to Reekom by email to the address: [contact@reekom.fr](mailto:contact@reekom.fr) or on the Site until 15 hours before the date and time initially planned. Failing to respect this delay, the Final Client may cancel the Order under the conditions defined below.

The Final Client may cancel an Order, without charge, until 15 hours before the date and time of appointment initially planned.

In case of cancellation or postponement by the Final Client of an Order within a period between 15 hours and 2 hours before the date and time initially planned for the first appointment with the Provider, the latter will be invoiced a flat-rate penalty equal to 14 euros debited thanks to the bank details provided in the Client Form.

In case of cancellation or postponement by the Final Client of an Order within a period of 2 hours before the date and time initially planned for the first appointment with the Provider, the latter will be invoiced a flat-rate penalty equal to 25 euros, of which 14 euros will be paid to the Provider, debited thanks to the bank details provided in the Client Form.

## *6.2 Cancellation or modification of the Order by the Provider*

In case of cancellation of the Order by the Provider or unavailability, Reekom will make its best efforts to propose to the Final Client another Provider who can perform the Ordered Services, nevertheless, Reekom cannot guarantee nor engage its responsibility if it cannot replace them within the deadlines.

In any case, Reekom can under no circumstances be held responsible towards the Final Client for any delay in the performance of this Order, for direct or indirect damage occurring on the occasion of the cancellation of the Order by the Provider or in relation to it, or in the event that it is unable to propose a new Provider to the Final Client to ensure the canceled Order.

### **Article 7 - Right of Withdrawal**

In accordance with article L. 221-28 of the Consumer Code, the right of withdrawal cannot be exercised notably concerning (i) Services fully executed before the end of the withdrawal period (as mentioned in the following paragraph) and whose execution began with the prior and express agreement of the Final Client and with the acknowledgment by them of the loss of their right of withdrawal, when the Services have been fully executed; as well as (ii) for the supply of goods made to the specifications of the Final Client or clearly personalized.

In accordance with article L. 221-18 of the Consumer Code, the Final Client has a period of fourteen (14) days to withdraw without having to justify their decision nor to bear other costs than those provided for in articles L. 221-23 to L. 221-25 of the Consumer Code. This period runs from the day of validation of the final Order (during the appointment with the Provider). To this end, the Final Client must send to [contact@reekom.fr](mailto:contact@reekom.fr) the withdrawal form accessible in the Annex of the General Terms and Conditions of Sale, before the expiration of the withdrawal period. If the performance of the Services has not begun when exercising their right of withdrawal, the Final Client will be reimbursed the Total Price of their Order subject to the right of withdrawal, after deduction of the Appointment Price, set at 25€, for the performance of the consulting Service rendered. If, however, the performance of the Services has begun, in accordance with the express request of the Final Client, before the end of the withdrawal period, the Final Client will remain liable for the amount corresponding to the Services provided until the communication of their decision to withdraw to Reekom, which will be proportionate to the Total Price of the Services of their Order subject to the right of withdrawal.

### **Article 8 - Procedures for the Execution of Services**

**8.1** The Final Client undertakes to entrust to the Provider only the Services strictly conforming to the Ordered Services. Failing this, additional costs will be invoiced to them. In any case, the Final Client may request the Provider to add Services to the Order during the first appointment with the Provider. The Provider is free to accept or not the addition of these Services.

The Final Client also undertakes to be present at the date and time of appointment agreed in the Order and to do what is necessary for the proper conduct of the execution of the Order. In case of absence, the cancellation fees provided for in Article 6.1 are applicable.

**8.2** During the execution of the Service, the Final Client undertakes not to adopt hostile or discriminatory behavior and notably, without this list being exhaustive, related to religious affiliation, physical appearance, gender, ethnicity, sexual orientation, age and/or health status, etc.

**8.3** Upon finalization of the Ordered Services, the Site proposes to the Final Client to rate the Provider's performance as well as to write comments. The Final Client undertakes and guarantees that they will not write any comment that could, in any way whatsoever, constitute defamatory, insulting, denigrating content, etc. or in any way contrary to any law and regulation.

Reekom is, in any case, not responsible for any opinion and/or rating that the Final Client might attribute to the Provider.

## **Article 9 - Terms of Payment by the Final Client**

### *9.1 Price and Invoicing*

The price of the Services (Total Price) consists of a Connection Price, invoiced including tax (TTC) by Reekom to the Final Client, and a Service Price, invoiced excluding tax or including tax by the Provider, depending on whether the latter is subject to VAT or not.

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

When Reekom takes charge of the delivery or return of the altered items to the Final Client, the Total Price thus includes the Service Price, the Connection Price, and the delivery / travel costs, which are invoiced including tax by Reekom.

The Final Client will be informed of the amount of these delivery / travel costs during the validation of the initial Order, based on the performance area of the Services.

Payment of sums due to the Provider (Service Price) and to Reekom (Connection Price) will be made by bank card (Carte Bleue, Visa™, MasterCard™) on the Site through the specialized marketplace payment platform "Mangopay" ([www.mangopay.com](http://www.mangopay.com)) provided by the company Leetchi Corp SA, a company under Luxembourg law.

Any payment made on the Mangopay platform entails the express and unreserved acceptance of all the general terms and conditions of use of Mangopay, which are accessible on the Site online or for download.

Reekom will send by email to the Final Client the corresponding invoices, on the one hand, for the connection services provided by Reekom (Connection Price), and on the other hand, on behalf of the Providers and within the framework of an invoicing mandate given to Reekom, for the alteration services provided by the Provider (Service Price). The two invoices may be presented on the same document.

At no time does Reekom collect nor have access to the information of the Final Client relative to their bank details and the means of payment used to pay for the Service.

### *9.2 Payment conditions and deadlines*

When the Final Client makes an appointment with a Provider during their initial Order, Reekom will ask them to secure their appointment by providing a bank imprint. The bank card of the Final Client will in no case be debited before the validation of the final Order during the appointment with the Provider, except under the conditions of article 6.1 hereof.

The sums due are payable in full and in a single installment at the end of the first appointment between the Final Client and the Provider, after validation of the final Order, and the actual debit of the Total Price will occur concomitantly.

The Final Client undertakes to ensure that they have the necessary authorizations and sufficient funds to pay the Total Price. In case of refusal by the bank to process the payment, the Final Client will be notified by email. Reekom and the Provider thus reserve the right to postpone the performance of the Services, and to keep the items entrusted within the framework of the Services, upon effective receipt of payment of the Total Price. If, after a period of 14 days, still no payment has been received, the Order will be automatically canceled and Reekom and the Provider reserve the right to return the non-altered items to the Final Client.

### *9.3 Brand Offer*

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

In this regard, it is provided that:

- i. In the case where the Brand Offer is less than or equal to the Connection Price, the payment conditions described in Article 9.1 will apply;

- ii. In the case where the Brand Offer is greater than the Connection Price, the Final Client will pay the Provider via Mangopay the maximum of the price remaining to be paid by the Final Client after application of the Brand Offer on the Total Price.

The difference between the Service Price due to the Provider, and the price paid by the Final Client is thus taken in charge by the Brand under the partnership contract concluded between Reekom and the Brand, and will be paid to the Provider by Reekom (which will handle obtaining the sums corresponding to the Brand Offer from the Brand).

The Provider will thus invoice the entire Service Price to the Final Client (even in the event that the Brand Offer is equivalent to the entire Total Price, and where the Final Client thus has nothing to pay), but will be paid if necessary in part by the Final Client and by Reekom, under its partnership with the Brand and the taking in charge by the latter of a certain amount.

## **Article 10 - Liability - Guarantee**

**10.1** It is expressly recalled and accepted by the Final Client that the Site is strictly an online connection platform by which Reekom allows Final Clients to enter into contact with Providers with a view to placing orders for Services.

The Provider is solely responsible for all Services they perform on behalf of a Final Client.

Reekom does not guarantee and can under no circumstances be held responsible towards anyone, in particular towards a Final Client or a Provider, without this being limiting, for:

- the accuracy, completeness and/or current nature of the information and data filled in by the Final Client;
- the accuracy of the information provided by the Provider on their administrative, legal and tax situation;
- the satisfaction of the Final Client, the suitability, quality and/or adequacy of a Provider and/or the execution of a Service by a Provider for a sought-after performance by the Final Client or for an Order for which the Final Client would hire them;
- any Service provided by the Provider;
- the choice of Services Ordered by the Final Client and the adequacy of their Order to their actual needs and/or to the applicable quality and safety requirements if necessary;
- the choice of a Provider by the Final Client for the performance of an Order;
- any damage whatsoever resulting from a fault or behavior of any kind by a Provider or a Final Client;

and, in particular, Reekom declines all responsibility for any indirect, special or incidental damage occurring on the occasion of, in relation to or following the use of the Site and/or the Services by the Users or resulting therefrom.

**10.2** Reekom will do everything possible so that the Site functions correctly at all times and allows access to Users to the Site. However, interruptions may take place for maintenance or update reasons, in case of emergency repairs or in case of failure of telecommunication systems or other technical problems beyond the control of Reekom. Reekom's liability cannot be held in case of force majeure,

computer attack (hacking, etc.), breakdown (or malfunction) of equipment (notably computer), telecommunications and computer networks (notably internet) or electric current, etc., notably when these events lead to a delay, failure of performance or an interruption of access to the Site. Generally, Reekom cannot be held responsible for a failure that would not be its doing.

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

**10.3** Reekom's liability can only be engaged in case of non-performance of its commitments resulting from the General Terms and Conditions of Sale and is limited to direct and personal prejudices, to the exclusion of any indirect prejudice, of whatever nature.

In any hypothesis and under no circumstances, and within the limits permitted by law and notably consumer law, in the case where the personal liability of Reekom would be engaged, the total liability of Reekom for all claims or all damages, cannot exceed the higher amount between the amount of the Connection Price paid by the Final Client for the Service subject to the claim, and 100 euros.

#### **Article 11 - Independence of the Parties**

The parties will act at all times in complete independence from each other and no stipulation of the General Terms and Conditions of Sale can be interpreted as creating any subsidiary or joint venture or de facto company between the parties.

#### **Article 12 – Personal Data**

Within the framework and for the needs of the execution of the Services, Reekom collects personal data of Final Clients. The terms of personal data processing operated by Reekom are detailed in the Privacy Policy: : [https://tilli-files-hosting.netlify.app/terms/CGU\\_FR\\_20260301.pdf](https://tilli-files-hosting.netlify.app/terms/CGU_FR_20260301.pdf).

#### **Article 13 - Miscellaneous**

**13.1** In the event that any of the stipulations of the General Terms and Conditions of Sale is considered 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, nor the unenforceability of the other stipulations of the General Terms and Conditions of Sale being affected, subject to the maintenance in force of the essential provisions of the General Terms and Conditions of Sale. The parties will consult and negotiate in good faith to try to find the means to implement the object pursued by this stipulation.

**13.2** The fact for one of the parties not to exercise a right or not to claim from the other the performance of an obligation incumbent on the latter by virtue of the General Terms and Conditions of

Sale, will not count as a waiver of the exercise of this right or the performance of this obligation, nor as exemption of the defaulting party from the fulfillment in the future of its obligations under the Contract in accordance with it.

**13.3** The performance of the Services and/or the use of the Site does not entail any transfer of any intellectual property right relating to any of the elements or content of the Site, 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.

**13.4** The Final Client expressly authorizes Reekom to reproduce the photographs they have taken of the creations made in execution of the Order on all its communication media, whatever the nature or the media and notably on the internet and on any promotional media, and this, free of charge. In this capacity and considering that such photographs and/or these creations are considered protectable under copyright, the Final Client therefore concedes to Reekom, on a non-exclusive and free basis, for the whole world or for the legal duration of their protection, the rights of reproduction, representation and adaptation of these photographs by all current and future means, and under any form or media whatsoever (already known or discovered later). This right notably implies the right for Reekom to publish, distribute, edit any website, document or any object integrating a reproduction of all or part of these photographs.

#### **Article 14 - Early Termination**

**14.1** The Contract will be terminated by right if during its execution one of the parties did not respect its contractual obligations and did not remedy its breach within seven (7) days of receipt of a registered letter with acknowledgment of receipt addressed by the other party giving it formal notice to perform the obligation incumbent on it.

**14.2** The Contract will be terminated by right by Reekom, and without prior formal notice, if during its execution the User did not respect its obligations as defined in the General Terms and Conditions of Sale or in the General Terms and Conditions of Use, and/or that this non-respect is likely to generate civil and/or criminal liability or to infringe any rights of third parties. Such a termination would entail, without prior formal notice, an immediate suspension of access to the Site, without prejudice to the damages that Reekom might claim.

#### **Article 15 - Applicable Law - Disputes**

##### **15.1** General Provisions

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

In case of dispute, the parties will make their best efforts to try to resolve the dispute amicably. The Final Client may share their dispute via the satisfaction questionnaire available via the help section of the [tilli.fr](https://tilli.fr) site or directly via [contact@reekom.fr](mailto:contact@reekom.fr); in order to share all elements necessary for the proper processing of the dispute.

Note that Reekom customer service cannot follow up on a claim raised beyond the legal period of consumer guarantees, namely:

- 3 months from the return for all items subject to the Repair Bonus
- 2 months from the return for all items not subject to the Repair Bonus.

Regarding the commercial guarantee, Reekom guarantees to consumers that, in the event that the defect remedied by the Repair reappears before the expiration of said period under predictable conditions of use, the Provider (the craftsman) undertakes to remedy it free of charge during an adjustment appointment (see below).

Beyond this period, Reekom's liability can no longer be engaged.

A validation of good reception during the return appointment (known as RDV2) must take place between the Provider and the Final Client. This validation of good reception is qualified by a handover in person, a visual validation by the Final Client and, in the case of textiles and household linen, fitting for complete validation. It therefore serves as acceptance of the good quality of return of the treated item. Any claim questioning the quality and/or integrity of the treated item not having been subject to this validation of good reception during the return appointment (known as RDV2) cannot be taken into account by Reekom support.

In the case where the Final Client has refused the validation of good reception during the return, no after-sales policy can be taken in charge (see detailed procedure paragraph). Categorized as refusal, among others, is non-handover in person by the Final Client of the items (reception by the concierge, neighbor, roommate...), refusal of fitting in the case of clothing textile, refusal of installation in the case of household linen.

If it is demonstrated that the validation of good reception was not made possible by the Provider (precipitated departure of the Provider, no proposal for validation and/or fitting, return not in person on the initiative of the craftsman), Reekom support service will be listening to the claim, the latter having however to respect the other conditions mentioned in this document to be submitted to analysis and potential compensation.

**An adjustment appointment** is included for any Service, in the case where the Final Client would not be satisfied with the result of the Services during the first return. Within the framework of a claim where the identified client dissatisfaction is due to the Provider and depending on the cases cited above, an adjustment appointment will be proposed free of charge on behalf of the Provider and organized by Reekom customer support. Any adjustment Appointment proposal is valid for a duration of 10 calendar

days. Beyond this period, the file will be closed by Reekom customer support, thus Reekom cannot propose any compensation (including said RDV3).

In case of refusal of the adjustment appointment by the Final Client, Reekom support cannot propose any additional guarantees, and cannot pursue the processing of the dispute. Without this adjustment appointment, no claim can be categorized as litigious, therefore no claim devoid of an adjustment appointment can make any reimbursement possible.

The adjustment appointment must be made by a Reekom Provider to preserve the legitimacy of a claim. Any claim following an adjustment made by a Provider external to Reekom cannot be processed by Reekom Customer Service. This latter provider became by fact liable (and no longer Reekom, nor the Reekom Provider).

In case of dispute of an irrevocable nature on an order made by a Reekom craftsman partner self-employed entrepreneur (that is to say within the framework of a home mission or pick-up in store), only the craftsman's insurance is involved. Reekom is not held responsible, although it will act as an intermediary facilitator.

In case of dispute of an irrevocable nature on an order made by a Reekom craftsman (that is to say within the framework of a shipment by parcel to our Reekom workshop), Reekom's insurance is responsible.

Irrevocable nature here means the case where the craftsman cannot rectify the Services rendered so that these conform to the Final Client's Order.

Any claim must be addressed to the Reekom service which will act as facilitator for the resolution between the final client and the craftsman. This must serve as a complete file to be processed by Reekom Customer Service. Thus, any claim questioning the quality and/or integrity of the treated item must be accompanied by photos, without which the claim file will be considered incomplete, thus cannot be processed by Reekom customer support.

In case of failure of the dispute resolution, the Final Client is informed that they can choose to have recourse free of charge to mediation. The consumer mediator Reekom depends on is Médiation de la Consommation & Patrimoine. The Final Client can contact them by writing to Concord - 12 Square Desnouettes - 75015 Paris. Its website is <https://mcpmediation.org/>.

The Final Client can also go to the European online dispute resolution platform, accessible at: <https://webgate.ec.europa.eu/odr/>.

Any claim or dispute arising from the validity, interpretation or execution of these General Terms and Conditions of Sale will be submitted to the competent courts within the jurisdiction of the Paris Court of

Appeal, under the conditions of common law. In the case where the Final Client is a consumer, they may also seize the courts of their domicile.

## 15.2 Detailed procedure

To facilitate the settlement of disputes between Providers and Final Clients, Reekom sets up a centralized dispute management service. In this regard, Reekom acts as an intermediary facilitator obtaining complete information from both sides to allow the resolution of the dispute. In a case of dispute of an irrevocable nature on a pick-up or home mission, the insurance of the self-employed entrepreneur craftsman will be involved. Reekom will not be held responsible and the final client cannot demand any reimbursement from it. In the case of dispute of an irrevocable nature on a parcel mission (at the Reekom warehouse), Reekom's insurance will take charge of the file. The Reekom Service undertakes, in its capacity as intermediary, to ensure following the progress of the file until the proper litigious settlement without passing on an additional delay to the applicant Final Client.

Within the framework of dispute settlement, Reekom undertakes 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, Reekom undertakes not to compensate the Final Client before having previously exchanged with the Provider on the circumstances of the dispute (refer to article 15.1 for criteria to respect).

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

In the hypothesis where an adjustment of the Product remains possible:

1. Reekom undertakes to ensure amicable management of the dispute by proposing that the Provider adjust the Product during a new appointment (known as RDV3). In this framework, the Provider accepts to take in charge all costs associated with this request, and in particular their travel costs to the Final Client (or to the Reekom Boutique) and labor costs.
2. In the event where an adjustment of the litigious Product is impossible even after the third adjustment appointment between the Provider and the Client or if the damage to the Product is irreversible: for a pick-up or home mission, the craftsman's insurance will be involved. Reekom will remain an intermediary facilitator, ensuring receiving the complete file, transmitting it to the craftsman's insurance and following it until resolution. For a mission by parcel, Reekom's insurance will be involved. Reekom will also be the intermediary ensuring the consolidation of the file, transmission and monitoring until resolution.
3. Sending of parcels from the Final Client to Reekom: The parcel is considered to be under the responsibility of the carrier from the moment it is sent by the Final Client until it is received by the Reekom Service. Without proof of receipt by the Reekom Service, any transport delay or lost parcel is the responsibility of the carrier; the Final Client must therefore direct their claim to their service.

Sending of parcels from Reekom to the Final Client: The parcel is considered to be under the responsibility of the carrier from the moment it is sent by the Reekom Service (proof of sending from the Reekom Service). Any claim concerning a lost parcel or a delivery delay to the Final Client must be directed by the Final Client to the carrier's claims department.

4. In the event that the parcel was covered by insurance when the order was placed by the Final Client, the insurance reimbursement being received into the Reekom account, the Reekom Customer Service will ensure that the funds are transferred to the Final Client as soon as possible once they have been received from the carrier.

## **16 - APPLICABLE LAW - DISPUTES**

The General Terms and Conditions of Service and the operations resulting therefrom are subject to French law. They are drafted in French. 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 arising from the interpretation, validity, formation, execution and/or expiration of the Contract will be subject to an attempt at amicable settlement between the Parties.

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

### **ANNEX WITHDRAWAL FORM**

To the attention of Reekom, 15 avenue Louis Blériot, 93120 LA COURNEUVE, email: [contact@reekom.fr](mailto:contact@reekom.fr) :  
I hereby notify you of my withdrawal from the contract for the provision of services below:

Ordered on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only in case of notification of this form on paper):

Date: