

PAY BY LINK - CONDITIONS OF SALE

Kingdom of Saudi Arabia

DISTANCE SALES VIA PAY-BY-LINK

Last updated: June 2026

About these Conditions of Sale

These Conditions of Sale apply to any sales of products or services that you may order from our Selling Entity (as defined below) by using Pay-by-Link at an event, in our boutiques or by e-mail or telephone via our boutiques ("**Pay-by-Link**").

Sales concluded in person through physical points of sale in our retail boutiques (not using Pay-by-Link), via our website, and through third parties (such as authorised distributors) are NOT subject to these Conditions of Sale.

The selling entity is Richemont Saudi Arabia L.L.C, Level 19, Al Faisaliah Tower, P.O. Box 10104, Riyadh, Kingdom of Saudi Arabia. Our Company Registration Number is 1010607916 and VAT number is 310129652600003 ("**Selling Entity**" and "**we**", "**us**" and "**our**").

By placing an order, you agree to be bound by our Privacy Policy.

You will need to read and agree to these Conditions of Sale to be able to place an order via Pay-by-Link.

Updates to these Conditions of Sale

We may change these Conditions of Sale from time to time and the latest version will always be made available to you. Any new version of these Conditions of Sale shall take effect immediately upon the date of posting and will govern any orders made from that date.

Purchasing Eligibility

Only individuals (and not legal entities) who (a) have reached the age of legal majority required to enter into contracts (e.g. eighteen years old in KSA); (b) have legal capacity to enter into contracts; and (c) use a shipping address in the country or countries that we ship to may order products via Pay-by-Link.

By placing an order via Pay-by-Link, you represent that you are a bona fide end-user customer purchasing for your own or another's personal use and will not deliver, sell or otherwise distribute our products or purchase our products or services for commercial purposes.

The buyer who will acquire the product confirms that the funds used for the order are from legitimate sources and that neither you nor any beneficiary are on sanctions lists or residents of a sanctioned country. To comply with anti-money laundering ("**AML**") laws, you may be required to provide personal information for verification purposes. It is your responsibility to provide accurate and up-to-date information. Failure to comply with any AML requirements may result in your order being rejected or us not providing future products or services to you. You consent to our collection, processing and retention of your personal information for AML compliance, in accordance with our Privacy Policy and applicable data protection laws.

Product Availability and Quantity

All orders placed via Pay-by-Link are subject to availability and acceptance of such orders by us.

Quantity limits may apply in relation to orders for certain products. We reserve the right to refuse at any time, without prior notice, orders exceeding a certain number of authorised products.

Order Process

When placing an order via Pay-by-Link, our ambassador will guide you through the order process and ask you to confirm the details of your order (including delivery, personal and payment information). For guest orders, we may still create an account on our internal systems to record your purchase(s).

We will refuse, cancel and terminate orders at any time if we have reasonable grounds. For example, if there is an ongoing dispute concerning payment of a prior order or if we suspect, in our sole discretion, that you have engaged in (i) fraudulent activities; (ii) the import of product activities which we have not intended; or (iii) have otherwise violated these Conditions of Sale.

Personalised Services

Personalisation services (for example, engraving or hot stamping) may be available on a selection of products.

We will refuse acceptance of any order for personalised products that contain language that is objectionable, unlawful or contrary to our policies. You are responsible for ensuring that any wording you provide for personalising products is correct.

Orders for personalised products or products made to your bespoke specifications cannot be cancelled and cannot be returned to us for exchange or refund (except where defective) and are

considered final upon receipt of a written Acknowledgement of Order. This does not affect your consumer rights under the law.

Prices, Taxes and Shipping Costs

All prices quoted to you by our ambassador include sales taxes/VAT but exclude shipping costs and other taxes unless otherwise stated.

The final price in applicable currency and including sales or other taxes, and any shipping costs, will be confirmed to you after you enter or confirm your delivery address and select your shipping options.

We reserve the right to modify prices and delivery costs at any time without prior notice. The price of a product or service and delivery costs indicated at the time when we provide you with a Confirmation of Order & Shipment, will be honoured by us unless the product or service has been incorrectly priced in error.

We take reasonable care that the prices of products and delivery costs are correct at the time when the relevant information was communicated to you. However, despite our reasonable efforts, some of the products offered via Pay-by-Link or delivery costs may be incorrectly priced. If any of the products you place an order for or any delivery costs are incorrectly priced, we will contact you as soon as possible to inform you of this error. If we are unable to contact you using the contact details you have provided during the order process, we will cancel the order and notify you in writing. If we mistakenly accept and process your order where a pricing or delivery cost error occurs, we may cancel supply of the product and refund you any sums you have paid.

Please note that changes to applicable law between the date on which your order is placed and the date on which you are sent a written Confirmation of Order & Shipment may result in changes to the taxes, duties or tariffs associated with your order. If the resulting change is an increase in what you are charged, we will contact you and ask that you reconfirm your order.

Payment

We accept the methods of payment identified as part of the order process via Pay-by-Link. Depending upon the means of payment, we may require additional information, including specific forms of identification.

All payment card holders are subject to validation check and authorisation by the card issuer.

Other payment methods may also be subject to validation checks and authorisation by the payment system providers. You expressly authorise us to perform security checks, where we deem necessary, to transmit or to obtain information (including any updated information) about you to or from third parties from time to time, including your payment card details, to authenticate your identity, to validate

your payment card, to obtain an initial payment card authorisation and to authorise individual purchase transactions.

Where we offer partial or full prepayment as an advance payment method to reserve or pre-order a product or service, the prepayment amount will be disclosed in writing with your order and taken immediately following the placement of your order. We will reserve your product or service for the period specified in your order, after which we reserve the right to sell the reserved product or service. Where you use a payment card or any instant or early capture payment solution as a payment method, the full amount of your purchase may be taken immediately or blocked on your payment method following the placement of your order.

Prepayment shall not impact any of your legal rights under these Conditions of Sale. Once your order is shipped, you will be sent a Confirmation of Order and Shipment e-mail. If we cannot meet our shipping and/or delivery obligations set out below, we will notify you via e-mail and we will refund the prepayment without undue delay.

Acknowledgement of Order

Once your order is placed you will receive a written Acknowledgement of Order (confirming the details of your order, the order reference number and these Conditions of Sale). This Acknowledgement of Order is not an acceptance of your order.

Confirmation of Order & Shipment

Upon shipment of your order, we will send you a Confirmation of Order & Shipment in writing (by e-mail or otherwise). This Confirmation of Order & Shipment constitutes our acceptance of your order and indicates the existence of a binding sales contract. You also will receive an invoice by e-mail. If you have chosen to collect your order in a boutique, the invoice will be shared by e-mail after collection.

We reserve the right not to accept your order for any reason at our discretion. Such non-acceptance may result, for example, from the fact that the product ordered is out of stock or that we are unable to obtain authorisation for your payment or that you do not meet the terms of eligibility above.

Shipping Policy

We do not ship to certain addresses, such as hotels, military, certain restricted areas, pick-up points, freight forwarders or PO boxes. Boutique pick-up may be offered, free of charge, to certain locations. We will inform you when the product is ready for pick-up at the boutique. Only the person who placed

the order is authorised to collect the purchased item. To collect your order, you will be required to present a valid photo ID (passport, driving licence, or ID card) and your order collection e-mail. The name on the ID must match the name on the order.

If you order several products, we will ship the order only once all products are available (unless we communicate to you that there will be partial shipments).

Delivery

We will use reasonable efforts to ensure delivery by the carrier within the estimated delivery lead time from the date of our written Confirmation of Order & Shipment and in any event within fifteen (15) days after that date, except if your purchase relates to a product or service that we have explained to you will take additional time to deliver, for example bespoke or personalised products.

When estimating your delivery time, please allow time for credit approval, address verification, security checks and order and payment processing.

Our designated carrier may require a signature by you, or an adult at the nominated delivery address (unless arranged by you otherwise), to confirm the delivery of each product, at which point risk and responsibility for your purchased goods passes to you. If you have specified a recipient who is not you for delivery purposes (for example, as a gift), then you understand and accept that evidence of a signature by such recipient (or an adult at the delivery address) is evidence of delivery and fulfilment of the sales contract by us and transfer of responsibility to the recipient in the same way as if the product had been delivered to you. We reserve the right to deliver products only to the person who is the intended recipient of the order as stated on the label of the parcel and may request an ID check for verification purposes at the time of delivery for certain categories of products.

If delivery of products is delayed by an event outside our control, we will inform you as soon as possible and will use reasonable efforts to minimise the effect of the delay. If we do not deliver within thirty (30) days from the date of the written Confirmation of Order & Shipment or any other time limit as indicated by us, you may contact us to cancel the relevant order and we will refund you any payments made for any products which you have not received as your sole remedy.

Returns and Exchanges

This Returns and Exchanges Policy details your options on how you can cancel a contract with us, how you can return your purchase, and your rights in relation to obtaining a refund or exchange.

(a) Right to Cancel / Return Period

You have the right to cancel the contract created by our written order confirmation without giving any reason thirty (30) days from the day on which you acquire, or someone you nominate (other than the carrier) acquires, physical possession of the products in your order. If you are a customer based in

Kingdom of Saudi Arabia and have made a purchase via Pay-by-Link, this is considered to be your statutory right to withdraw from the contract. To meet the withdrawal deadline, it is sufficient for you to withdraw before the withdrawal period has expired.

To cancel the contract and return your product(s), you can contact us and follow the instructions that will be given to you.

(b) Condition of Returned Products

Our products must be returned in a new and unused state, in perfect condition, with all protective materials in place and tags and stickers attached to them (if applicable), as well as with the original packaging, including all accessories and documents. We reserve our right not to accept any return if the product shows signs of wear or has been used or altered from its original condition in any way or, as an alternative, may reduce the amount of any applicable refund or exchange accordingly.

All returns will be subject to strict Quality Control (“QC”) by us. If the products do not meet QC standards or these Conditions of Sale, we will refuse the return, and the products will be returned to you at your cost.

(c) Products You Cannot Return or Exchange

Orders for products that have been personalised in any way or otherwise made for you with bespoke specifications cannot be cancelled or withdrawn and such products cannot be returned to us for exchange or refund. This includes, without limitation, products that have been engraved or hot-stamped. Please note, all fragrance, cosmetics and aerosols and other personal care products are final sale and may not be returned or exchanged whether opened or unopened.

The exclusions in this paragraph do not impact on your statutory rights if the products received are faulty or damaged.

(d) Return Process

Products purchased via Pay-by-Link must be returned in one of our boutiques within the country of delivery. To return or exchange a product, please visit a boutique with the items set out below.

When returning a product to a boutique:

- (i) Ensure that the product you wish to return or exchange meets all the conditions set out in these Conditions of Sale;
- (ii) Bring the product, together with all its accessories, any free items you received as part of your order, the service guide, the warranty card and all other documents, in their original packaging;
- (iii) Bring a valid photo ID (passport, driving licence, or ID card) and your order confirmation e-mail. The name on the ID must match the name on the order; and

- (iv) Our boutique team will inspect the product and process the return or exchange in accordance with these Conditions of Sale.

(e) Refunds

Only the buyer will be entitled to receive a refund of the purchase price. In no event will a person who has received the product as a gift (i.e. a “**Gift Recipient**”) be entitled to receive a refund. If you are a Gift Recipient and wish to return or exchange a product, please contact us to discuss your options. Please note that there are no partial returns or exchanges possible and the entire order must be fully exchanged or returned.

If the return complies with these Conditions of Sale, we will refund the purchase price to the buyer using the same means of payment as used by the buyer for the initial transaction within fourteen (14) days after the return is accepted by us in boutique.

As an alternative to receiving a refund, you can at your choice receive merchandise credit. Boutique merchandise credits can only be used in selected retail boutiques in the same country as your delivery address.

(f) Exchanges

You may return a product purchased via Pay-by-Link for exchange with another product, provided that the return complies with these Conditions of Sale.

Should a product be returned for exchange with a less expensive product, only the buyer of the returned product will be entitled to receive a refund of the price difference using the same means of payment as used by the buyer for the initial transaction. If a product is returned for exchange with a more expensive product, you will have to pay the price difference.

As an alternative to receiving a refund of the price difference, you can at your choice receive merchandise credit. Boutique merchandise credits can only be used in selected retail boutiques in the same country as your delivery address.

Services/Repairs

We offer services and repairs for products purchased via Pay-by-Link through our boutiques.

Limited International Warranty or Guarantees

Selected products are covered by our applicable limited international warranty or guarantee. If you wish to repair a product covered by a limited international warranty or guarantee, please refer to the applicable limited international warranty or guarantee.

For limited international warranty or guarantee inquiries relating to a product ordered via Pay-by-Link, please contact us.

As a consumer, you may have legal rights under the applicable law governing the sale of consumer goods; those legal rights are not affected by these Conditions of Sale or a limited warranty or guarantee.

Product Descriptions

We try to ensure that the information provided, including product descriptions, dimensions, and colours, is accurate and complete. However, to the extent permitted by law, we make no guarantees, whether express or implied, in relation to the accuracy, reliability and completeness of such information. In particular, any product description and information concerning the weight of precious materials, number of stones and carats, product dimensions etc., is provided as an indication only and may vary slightly.

Limitation of Liability

To the fullest extent permitted by applicable law, we disclaim and exclude all other terms, conditions and warranties in relation to the products whether express or implied by statute or otherwise or arising from any previous course of dealing or usage or trade practice.

Nothing in these Conditions of Sale limits or excludes our liability for any liability which cannot be limited or excluded by applicable law. Subject to the preceding sentence, our aggregate liability to you under these Conditions of Sale for any order whether in contract, tort (including negligence) or otherwise, even if we have been advised of the possibility of such damages shall in no event exceed one hundred percent (100%) of the price paid for the product(s) in your order.

General Provisions

If any provision, or part of a provision, of these Conditions of Sale is deemed to be illegal, invalid or unenforceable, the remainder of the provisions of these Conditions of Sale shall be unaffected.

These Conditions of Sale (and associated terms incorporated by reference) constitute the entire agreement between you and us in relation to the order of products or services, and replace and extinguish all prior agreements, draft agreements, arrangements, undertakings, or collateral contracts of any nature made by the parties, whether oral or written, in relation to such subject matter.

We are not responsible for any failure or delay in performing or complying with our obligations under these Conditions of Sale which arises from any cause beyond our reasonable control.

The waiver by us of a breach of any provision of these Conditions of Sale will not operate to be interpreted as a waiver of any other or subsequent breach.

This contract is between us and you. No other person shall have any rights to enforce any of its terms. However, if you purchase a product as a gift, the recipient of your gift will have the benefit of the product.

Applicable Law and jurisdiction

These Conditions of Sale shall be governed by and construed in accordance with the laws of the country in which the applicable Selling Entity has its registered office, without reference to conflict of laws provision. Where the applicable laws are different to the mandatory consumer laws in your own country, we will afford you with similar protection.

Without any restriction to bring proceedings before a court, we will first make reasonable efforts with you for a period of thirty (30) days to resolve any dispute amicably.

Contact us

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