



## General Conditions of Sale and Conditions for Use of 2023/2024 Season Membership

(version of 31 May 2023)

### 1. Definitions.

In these Terms and Conditions, the terms below shall have the following meaning:

**“Purchaser”**: the person purchasing Membership for himself/herself (in this case the Purchaser, Member and Manager are the same person) or his/her son/daughter under 16 years of age (in this case the Purchaser and Manager are the same person) or purchasing it as a gift for a third person;

**“App”**: the Juventus Official application;

**“Club”** or **“Juventus”**: Juventus Football Club S.p.A., with registered office at Via Druento 175, 10151 Turin (Italy);

**“Contract”**: the distance contract for the sale of Membership, based on these Juventus Membership Terms and Conditions;

**“Manager”**: the person who activates and manages the Membership Services. The Manager must be a user registered with the Site or App, holder of a Juventus Account (also “MyJuve”), and must be 16 years of age or older. The Manager is generally the same as the Member, except for Young and Junior Black&White Membership, where the Manager is the minor’s parent/guardian;

**“Member”**: the Membership holder who receives the Services;

**“Membership”**: the loyalty programme covered by these general conditions of sale and conditions of use of Membership;

**“Order”**: the Membership purchase form filled in through the Site or App;

**“Services”**: the Membership services and/or benefits provided by the Club;

**“Site”**: Juventus’ website, [www.juventus.com](http://www.juventus.com);

**“Sports Season”**: the period between 1 July and 30 June of the following year;

**“Membership Terms and Conditions”** or simply **“Terms and Conditions”**: these general conditions of sale and conditions of use of Membership;

### 2. Types of Membership.

The following types of Membership are offered. Their features are detailed in the appropriate sections of the Site and/or App:



- a) J1897 Membership (without age limits);
- b) Black&White Membership (without age limits);
- d) Junior Black&White Membership (for fans aged between 0 and 11)
- c) Black & White International (dedicated to fans residing abroad without age limits)

Membership includes a series of services/benefits common to all types of Membership and some services/benefits specific to each type of Membership. The specific characteristics of each type of Membership are those described in the [Black&White/Membership section](#) of the Site.

The unit price of each type of Membership is expressed in Euros and includes VAT and all applicable taxes and fees. It is the one shown from time to time on the Site's pages and in Membership forms, regardless of its duration. Price changes are possible and in this case the Site will be updated with the indication of the new price.

Any change to the programme, such as access to any privileges/pre-emptions, special offers and/or additional services that may be provided by the Club and/or by other companies with which the Club shall enter into any agreements (so-called Companies under Convention), will be notified to the Member or to the Manager through the Website, accessible 24/7, except in the case of interruptions due to causes of force majeure and/or to the addresses provided during registration and hereby accepted.

**In any case, all the Services belonging to each Membership are strictly personal, intended for the exclusive use of the Member, and cannot be sold or transferred, for any reason, to third parties.**

**The Member and/or the Manager agree not to use the Services for commercial purposes or for purposes other than those expressly specified in these Terms and Conditions.**

### 3. Price, Payment Method, Invoicing.

The purchase of the Membership is subject to the payment of the applicable fee (the "Price") indicated at the time of purchase of the Membership.

Juventus reserves the right, at any time, to modify or apply special discounts or promotions to the Prices applicable to each type of Membership. These will be published on the Website.

The total price stated at the end of the Order includes shipping costs of the Welcome Pack (if included in the type of membership purchased) which vary according to the country of destination (the Purchaser may view the cost online at the end of the Order before confirming it), but does not include any customs duties and/or additional taxes applied for importing the goods into a foreign country which shall be charged to the Purchaser.

Payment of the total price must be made when the Order is placed, using the payment methods listed and displayed during the online purchase procedure to be chosen by the Purchaser at the time of payment (henceforth "**Payment**

**Method")**

The Purchaser agrees that, unless otherwise agreed, the price is expressed in Euros. Therefore, any costs, including currency exchange commissions resulting from payments outside the EU - or, in any case, made with currencies other than Euros - incurred by the bank and/or credit card issuer or, in any case, through using the Payment Method selected by the Purchaser, will be exclusively borne by the Purchaser. The Purchaser is therefore required to check the exchange rate and any commission costs. The cost of the transaction will be charged, for the first time, to the Purchaser at the time of purchase of Membership and, in the event of automatic renewal, subsequently at the time of each payment until the Contract is terminated.

The Payment Method is processed and managed by third parties notified to the Purchaser at the time of payment. The Payment Method is therefore subject not only to these Juventus Membership Terms and Conditions, but also to the terms and conditions of the third parties in question which the Purchaser must accept. Juventus is not responsible for any commissions, exchange rates or other charges envisaged by the third parties that manage the Payment Method and that will be accepted by the Purchaser.

The Purchaser is aware that any information sent regarding the Payment Method and relating to his/her Account is secret and confidential and must be disclosed exclusively through the connections and secure sites indicated by Juventus and the third parties that process the Payment Method and not through a link contained in an e-mail or other electronic communications. The Purchaser will not be required to send Juventus or persons other than those managing the Payment Method any information regarding his/her credit card or other means of payment.

In the event that the third parties mentioned above are unable to charge the Membership price to the Purchaser using the Payment Method - merely by way of example and not comprehensive, due to insufficient funds, expired or invalid account information or for other reasons - the Purchaser will be solely liable for all related costs and, at the same time, if Membership is already active, Juventus may - without any prior notice - suspend and/or permanently interrupt the Services.

The Purchaser is aware that any change in the Payment Method notified at the time of purchase of Membership may lead to a change in the cycle and in any case in the invoicing criteria used by Juventus.

In the event of active automatic renewal or in any case involving multiple and/or deferred payments over time, the Purchaser will be responsible for updating and checking the Payment Method associated with the Membership purchase. If the Payment Method does not cover all and/or part of the cost of Membership, Juventus reserves the right to suspend access to the Services. In the event of non-payment at the expiry of the automatic renewal, the contract will be considered automatically terminated.

Juventus uses a secure payment service that uses the PCI Data Security Standard. Confidential credit card details (card number, card holder, expiry date, security code) are encrypted and sent in this way to the payment operator. Juventus never has access to and does not store the details of the credit card used by the Purchaser to pay for the Order.

In order to issue the invoice, the invoicing request must be made when placing the Order by ticking the appropriate box. Subsequent invoicing requests made through different channels will not be accepted.



#### 4. Information for Contract execution

Membership may be purchased online, through the Site or App.

To purchase Membership online, for oneself or for third parties, the Purchaser must meet the following requirements: (i) he/she must be a natural person who is 18 years or older, or has reached the age of majority set by the Purchaser's State of residence and who, in any case, has legal capacity under Italian law. It is the Purchaser's responsibility to ensure that the information provided at the time of the request or order is truthful, accurate and complete. Juventus shall not be held liable for orders placed by minors without the authorisation of their parent/parental guardian; (ii) he/she is the holder of a registered profile and of relevant access credentials on the Site and/or App (also "MyJuve"); (iii) he/she accepts these Terms and Conditions.

Together with the various technical steps to be completed in order to execute the Contract, whether through the Site and/or App, a guided procedure is defined that allows the Purchaser to check and freely validate any information entered, always making it possible to correct mistakes before the submission of the Order and until execution of the Contract. When submitting the Order, the Purchaser will be warned that the submission involves an obligation to pay the price indicated, by clicking on the "**confirm purchase**" button.

The various technical stages for Order submission are summarised below:

1. Selection of product that you wish to purchase by clicking on "**purchase**". If you wish to purchase several products, they may be selected one at a time and added to the shopping cart. Products can always be deleted or added to the cart (up to a maximum of 50 products) until the order is placed;
2. Authentication (login) is carried out with the user's authentication credentials (username/password), where available, or through the social media account (if the user does not hold a Juventus Account, he/she will have to create a new Juventus Account through the Site or App);
3. Selection of the "**purchase**" option if the Purchaser buys Membership for himself/herself or as the parent/guardian of a minor under 16 years of age or "**gift**" option (if the Purchaser buys Membership as a gift to a third person);
4. Entry and confirmation of the data of the Purchaser, the Manager and the Member for each Membership purchased, which, depending on the case, may or may not be the same person. If Junior Black & White Membership is purchased as a gift, the email address of the Manager provided by the Purchaser must be that of the Member's parent/guardian. The personal details of the Member must be those of the minor who will be the holder of the aforementioned Membership. The minor's details will be processed exclusively for service purposes related to the issue of Membership;
5. For all Memberships that include the Welcome Pack in its services, you will also be asked to confirm or enter the shipping address for Welcome Pack delivery; you will also be asked to specify whether you need an invoice;
6. Selection of Payment Method (credit card, payment card or PayPal). The Purchaser represents and warrants



that he/she is authorised to use the payment method chosen in relation to the Order placed;

7. Before proceeding with the purchase, the Purchaser must read these Terms and Conditions by pressing the appropriate button, and accept them by clicking the check box next to the words "**I accept the Juventus Membership Terms and Conditions**". The Purchaser is aware and accepts that ticking the relevant box on the Site and/or the App and pressing the relevant button constitute acceptance of the terms and of the type of Membership selected by the Purchaser;

8. Entry of Purchaser's credit card details (or other accepted means of payment) required for the transaction. The Purchaser must click on the "**confirm purchase**" button. The purchase order constitutes an obligation to pay and by submitting the aforementioned order the Purchaser provides authorisation for charging of the amounts specified in the Contract;

9. Payment confirmation (by the interbank network);

10. Confirmation of completion of Membership purchase procedure;

11. Submission of Order receipt acknowledgement to the Purchaser.

## 5. Contract execution.

The purchase of Membership is subject to payment of the applicable price. The Contract shall be deemed executed and binding for the Parties upon receipt by Juventus of payment confirmation. After payment of the total price has been processed successfully, Juventus will acknowledge receipt of the Order by sending an order confirmation (hereafter "Order Confirmation") to the e-mail address or telephone number given by the Purchaser when registering with the Site. The Order Confirmation will include the type(s) of Membership purchased, the unit price including VAT and the total price of the Order, the Payment Method, the duration of Membership and how to disable automatic renewal, the delivery address for the welcome pack, entitlement to the right of withdrawal under Article 15 below, which may be exercised if the relevant conditions are met, as well as information on customer service contacts and the link to these Juventus Membership Terms and Conditions, with the right for the Purchaser to access them via downloading and to print or store the Juventus Membership e-mail and Terms and Conditions on his/her computer. Therefore, when placing the Order, it is important to ensure that a valid e-mail address or telephone number has been entered.

The Order and the receipt (Order Confirmation) are considered as received when the Parties to which they are addressed have the possibility of accessing them. The Purchaser will always have access to these Juventus Membership Terms and Conditions, and any specific conditions, by downloading the Order Confirmation e-mail onto his/her own computer.

The languages available for execution of the contract are Italian and English. In the event of conflict between the provisions set out in these Juventus Membership Terms and Conditions published in Italian and the corresponding text published in English, as well as in the event of conflict between the Italian and English versions with regard to any other detail and/or content of the contract, the Italian version shall prevail.

## 6. Membership Activation.



In the event of an online purchase, Membership Services will be activated only at the end of the period for exercising the right of withdrawal referred to in Article 15 below. When placing the Order and ticking the relevant box, or subsequently on a voluntary basis, the Purchaser will in any case have the right to expressly request the immediate activation of all the Membership Services, thereby agreeing to lose the right of withdrawal.

In order to access the Services, the Member (or the Manager in the case of a Member under 16 years of age) must receive through his/her e-mail address a welcome e-mail and confirmation that the services have been activated (Activation Confirmation). In order to guarantee the correct delivery of the Services, the Member's and Manager's personal information must be correct and truthful.

#### 7. Contract Performance.

Access to and use of the Services are governed by these Juventus Membership Terms and Conditions, of which the [Conditions of use of the Site](#), the documents referred to or listed through hyperlinks, the specific conditions relating to the type of Membership at the time of purchase, as described in the [Black&White/Membership](#) section form an integral and essential part.

Juventus reserves the right to update, amend and/or supplement these Terms and Conditions over time for reasons imposed by regulatory changes or for other reasons related to management of the Services. Any amendments made by Juventus to these Terms & Conditions will be accessible on the Site and communicated to the Manager/Member through the e-mail address provided by the latter. The Terms and Conditions, as amended, will be made available directly in the Terms & Conditions section of the Site and/or the App. The timing and procedures for the entry into force of any amendments to the Terms & Conditions and their application to Members will be notified from time to time, depending on the nature and extent of the amendments. Unless otherwise provided, if the Member continues to use the Service after the amendments have been notified and published, this shall mean that the Member has accepted these amendments.

For Members aged under 18, access to the ticketing services during the reserved sale phases, where included in the Services subject to the specific type of Membership purchased, may only be exercised through an adult Member holding the same type of Membership.

If included in the type of Membership purchased, the Welcome Pack will be sent by Juventus within 5 days from the end of the withdrawal period or from the request to immediately activate all of the Membership Services, with acceptance by the Purchaser of loss of the right to withdrawal. The delivery times are indicative and do not represent a binding deadline for Juventus. Any delays in delivery may be caused by Welcome Pack products being temporarily unavailable, due to difficulties on the part of the courier, to force majeure or to bank holidays. Delays in delivery times do not entitle the Purchaser/Member to any form of compensation, without prejudice to the Purchaser's rights under current legislation. Delivery to the shipping address specified in the Order shall be by courier. Shipping details shall be completed directly by the Purchaser; Juventus, therefore, cannot be held liable for non-delivery in the event of incorrect details.

The Purchaser may check, at any time, the shipping status of the welcome pack by accessing his/her Juventus Account page on the Site and/or App.



#### 8. Term.

Without prejudice to the provisions set out below in Art. 9, unless expressly stated otherwise, the Contract shall run from the date of activation of the Services and expire on 30 June of the Sports Season during which the purchase is made.

Without prejudice to the right of withdrawal pursuant to art. 15, the Purchaser is not entitled to withdraw from the Contract before its expiry. Any withdrawal will take effect at the end of the period of validity of the Membership or, in the case of Membership with automatic renewal, at the end of each subsequent Renewal Period as defined below.

#### 9. Automatic renewal.

The Purchaser, at the time of purchase, may select the AUTOMATIC RENEWAL option by clicking on the specific box present in the Order Form. In this case, the Membership will be automatically renewed from year to year for subsequent 12-month periods ("Renewal Period").

The Purchaser always has the right to activate or disable automatic renewal at any time by changing the profile settings of his/her Juventus Account. Note that, even where the automatic renewal has been selected, for Members holding Junior Black&White Membership, if, at the renewal date, the Member's age is no longer included in the age bracket for that type of Membership, the renewal will not be completed.

Juventus reserves the right to modify the contents and prices applicable in each Renewal Period for each type of Membership, by publishing them on the Website. In the event that the Purchaser has activated the automatic renewal option, these changes will be communicated by e-mail to the Purchaser in good time before the automatic renewal. The Purchaser will be free to withdraw from the Membership effective from the end of the period of validity of the same and can do so by deactivating the automatic renewal on his/her Juventus Account before the expiry date. In the event that the Purchaser decides to renew the Membership, even through automatic renewal, the changes in the Price and / or the contents of the Membership will be considered accepted and will be effective from the time of renewal.

Juventus also reserves the right to choose whether and which types of Memberships to make available for each Renewal Period. If a type of Membership is no longer available in the Renewal Period, Juventus has the right to withdraw from the Contract with the Purchaser that has activated the automatic renewal, starting from the end of the period of validity of the same, by means of written communication sent by e-mail.

In the case of automatic renewal of Membership, the Purchaser accepts and, consequently, authorises Juventus to periodically charge the price applied by Juventus for the new year to him/her until the Purchaser communicates his/her wish to withdraw from the Services or until the Services are interrupted for other reasons.

#### 10. Prohibition on Transfer.

The Member's right to receive the Services is strictly personal and may not be transferred. Managers and Members are prohibited from offering for sale, reselling or from otherwise commercially exploiting Services delivered by the Club.

#### 11. Proprietary Rights.

The Member/Manager expressly acknowledges that the Club owns all intellectual property rights protected by



copyright laws and other law provisions, including, but not limited to: know-how, source code, software, hardware, projects, applications, patents, databases, and similar, concerning Services, as well as images, content, data and other materials originating from the Club or anyway provided by it to the Member. Members/Managers may not copy, modify, re-use, sell, transfer, sub-license, give or transfer to third parties or create jobs resulting from any right of the Club, or allow third parties to do so through the use of Services provided to them, even if unaware.

The Member/Manager declares to be the controller of the personal data disclosed to the Club and the owner of the rights to use the images, texts and materials disseminated through the Services provided by the Club. The Club is authorised by the Member/Manager to commercially exploit the images, texts and materials, and the latter surrenders any payment by the Club, without prejudice to the moral right to being recognised as the author. The Member/Manager will thus be responsible for any violation of third parties' rights on images, texts, materials and data disclosed and/or disseminated by the latter, and the Club will be held harmless from any third-party claim.

## 12. Club's Liability.

The Club may not be connected in any way to Members, with whom it will not engage in any kind of direct relation, except for providing and delivering the Services included in the type of Membership. The Club may not be held responsible for the behaviours of the Members.

The Member recognises that the use of Services is at his/her own risk and under his/her responsibility. Services are provided "as is" and "as available". The Club does not provide any guarantee that the Services correspond to the Member's requirements and does not control their use by the Member in any way: it is the responsibility of the Member or - if the Member is a minor - the parent/guardian thereof, to ensure that the use complies with applicable legal provisions.

The Club may not be held in default of its obligations, nor responsible for the damages resulting from non-provision of all or part of the Services due to incorrect or failed operation of the electronic means of communication for reasons of force majeure or reasons that are beyond its foreseeable control, including, but not limited to, fires, natural disasters, power outages, unavailability of telephone lines or of other network service providers, failure of computers and other electronic devices, even if they are not part of the Internet network, malfunction of software installed by the Member/Manager, as well as actions of other users or people having access to the network.

## 13. Member's Liability.

The Member/Manager is exclusively responsible for all activity he/she performs within the scope of the provided services/benefits, and undertakes to hold the Club harmless from any claim, demand or threat concerning or resulting from the use or abuse of his/her participation in the Services supplied by the Club. The Member/Manager undertakes to immediately notify to the Club, via the "Contacts" section of the Site, of any unauthorised use of his/her user ID and/or password and any other security breach of which he/she may become aware. The Member/Manager will be entitled to change his/her password at any time, by following the instructions provided by the system.

The Member/Manager commits to exclusively use Services for legitimate purposes admitted by current laws, uses and customs, due diligence rules, in any case without harming the rights of any third party, whether user of the





communication means or not, paying special attention to data protection standards, to intellectual and industrial property right protection laws, and to telecommunication regulations. The Member/Manager takes full responsibility for the content of messages, texts and images posted by him/her or by third parties on his/her behalf through Services, acknowledging him/herself as solely responsible and holding the Club, as well as the parties connected or controlled by it, its representatives, employees as well as any partner of the Club harmless from any damage or claim and reimbursing the Club for any cost resulting from claims or actions of third parties towards it for damages caused by the Member/Manager or by third parties through the Services provided to the Member, even if unaware.

The Club does not monitor or check contents originating from the Member/Manager in any way. In using some of the above-mentioned Services, the Member/Manager must comply with the "netiquette" rules (good behaviour on the Internet) such as, without limitation:

- utilising Services activated on the Site for legitimate purposes, always using polite language and expressions;
- not using Services activated on the Site for commercial and/or advertisement purposes;
- not using Services activated on the Site to threaten or harass other Members, to disseminate obscene, defamatory, and libellous material or material that is in any case contrary to public order or good manners or capable of causing harm or offence to other Members or third parties;
- not disseminating, through Services activated on the Site, materials or contents that are protected by industrial property rights without prior authorisation by the owner;
- not disseminating, through Services activated on the Site, confidential information or information which may harm the privacy of others;
- complying with and addressing topics that fall within the area of interest of the Site, thereby refraining from disseminating inappropriate material.

The Purchaser acknowledges that the Welcome Pack for each type of Membership without an age limit may contain products/services/promotions by Membership Programme partners that are not suitable for persons under 18 years of age and that Juventus does not carry out any specific and selective checks on the Welcome Pack's contents, assuming that the Member is of legal age; it is therefore up to the parents or those exercising parental authority or legal guardianship to safeguard minors as much as possible and to effectively and actually prevent them from accessing the aforementioned products/services.

#### 14. Cases of suspension or interruption of Services.

The Club is entitled, at any time, to partially or permanently suspend or interrupt the delivery of Services to the Member in the following cases:

- a) when the personal data of the Member and/or Manager is not updated, complete or true;
- b) when the Member uses the Services for illegal purposes in a manner that is illegal, harassing, racist,



defamatory or detrimental to the privacy of others, abusive, threatening, damaging, rude, obscene or otherwise reprehensible or which may breach intellectual and industrial property rights, or other third-party rights, or in a way that causes harassment, disturbance or damage, in any way, to minors (violence, paedophilia, exploitation, etc.), or in order to gain direct or indirect commercial benefits from use of the Services in violation of the principle based on which Membership Services may only be used for personal and non-commercial purposes;

c) when the Member, based on objective circumstances, has behaved in such a way as to actively participate in acts of violence at or due to sport events, or as to represent a threat to public safety at or during such sport events;

d) when the Member violates the provisions of points 10 (Prohibition of Sale), 11 (Ownership Rights) and 13 (Member's Liability).

## 15. Withdrawal.

According to the provisions of Articles 52 et seq. of the Consumer Code (Italian Legislative Decree 206/2005 as amended by Italian Legislative Decree 21/2014), in the event of distance selling (online purchase), the Purchaser has the right to withdraw from the Contract, without penalty and without the need to give any reason, no later than 14 (fourteen) days from execution of the Contract, or from receipt of the Order Confirmation.

For the purpose of exercising the right of withdrawal, the Purchaser must inform Juventus, within the deadline specified above, of his/her decision to exercise the right of withdrawal by expressly stating his/her decision.

For the purposes of withdrawal, the Purchaser may expressly state his/her decision to withdraw by using the specific function on the page of his/her Juventus Account on the Site and/or App. In such cases, the Club will promptly send confirmation to the Purchaser of his/her withdrawal, on a durable medium.

The form found at this [link](#) can also be used but it is not mandatory. The communication, to be sent using a contact form after logging in to the site, must include the following minimum information:

- the order number to which the withdrawal refers;
- the purchaser's details (given name and surname, e-mail address).

Considering that, according to the law, the burden of proof on exercise of the right of withdrawal lies with the Purchaser, Juventus recommends using the online form with acknowledgement of receipt; this allows the user to have proof that his/her right of withdrawal has been exercised, easily and at no cost.

Where the right of withdrawal has been exercised in accordance with the above provisions, within 14 (fourteen) days of receipt of the notice of withdrawal, Juventus will return to the Purchaser all the payments received in relation to the Order to which the withdrawal refers, using the same means of payment used by the Purchaser for the initial transaction.



The right of withdrawal is excluded, pursuant to Article 59, letters a) and o) of the Italian Consumer Code, if the Purchaser has expressed his/her clear wish to use all the Services immediately and accept the loss of the right of withdrawal, at the time the Order is placed (by ticking the appropriate box), or later during the withdrawal period on the page of his/her Juventus Account. The right of withdrawal shall be excluded only if the Purchaser expressly accepts, by ticking the appropriate box, the loss of the right of withdrawal following full performance of the contract by the Club. If this box is not ticked, the Purchaser may exercise the right of withdrawal in the terms and manner provided for by law.

Juventus reserves the right to withdraw from the Membership contract at any time by sending a written communication (letter or e-mail) with at least thirty (30) days' notice. In the event of withdrawal by Juventus, Juventus will pay the Purchaser a proportional reimbursement of the Price paid for the Service based on the time the Membership was not enjoyed.

#### 16. Registration.

To purchase Membership and/or activate the Membership Services, you must be at least 16 years of age and have previously registered with the Site and/or App, or have a Juventus Account. To register and create an account, the Purchaser/Manager must fill in the appropriate online registration form on the Site and/or App, entering the personal details requested, in addition to an e-mail address and/or telephone number and a password, accept the Terms and Conditions of Use of the Site and confirm that he/she has read the Personal Data Processing Policy.

It is forbidden to enter, for registration purposes, the personal details of third parties or false, invented, fictional and/or, in any way, untruthful information. The Company reserves the right to challenge any improper use of personal data before any competent court.

Registration with the Site may be completed only once. It is therefore forbidden for the Purchaser/Manager to create more than one account referring to the same person, whether natural and/or legal, and/or to companies and/or entities of any kind, including by using truthful information. In the event of violation of this prohibition, Juventus reserves the right to close all accounts referring to the same person, whether natural and/or legal, and to challenge any improper use of personal data before any competent court.

Registration credentials must be kept with great care and attention. Furthermore, they can only be used by the Purchaser/Manager and may not be transferred to third parties. The Purchaser/Manager undertakes to keep them secret and to ensure that no third party has access to them. He/she is also required to inform Juventus immediately if he/she suspects or becomes aware of any improper use or undue disclosure of the credentials, otherwise answering for failure to keep his/her access credentials.

The Purchaser/Manager guarantees that the personal data provided to Juventus during the registration procedure, or at any other time and/or on any occasion of the relationship held with Juventus, are complete, truthful and related to the Purchaser/Manager, and undertakes to indemnify Juventus and hold it harmless against any damage, compensation obligation and/or sanctions resulting from and/or in any case connected to the violation by the Purchaser/Manager of the guarantee under this article and/or the violation of the rules on site registration and/or the



storage of registration credentials.

17. Requests and complaints - Support.

To request information, send communications and submit complaints, Juventus' customer service may be contacted free of charge by accessing the "Contacts" section of the Site.

18. Processing of personal data.

The data communicated by the Purchaser and the Manager which is necessary for the performance of the Contract shall be processed in compliance with applicable legislation, defined in accordance with the provisions of EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation). This data is processed to manage the Order, to provide the Services associated with purchased Membership, to provide support services and to manage payments. To this end, the data is transmitted to authorised service providers, appointed data processors and/or persons in charge of data processing. Any use of the data for further purposes shall be subject to the data subject's express consent. For further information, check the [Privacy section of the Site](#). By placing an Order, the Purchaser acknowledges that his/her data may be collected, used, stored and processed in accordance with the purposes stated in our [Personal Data Processing Policy](#) and on the basis of any specific consent freely expressed, which is required in the cases and forms provided for by current legislation.

19. Amendments.

The Club may change part or all of the Services at any time upon 30 days' notice, which will be communicated through the Site and by email to the address indicated in the registration form, or to a different address communicated in writing by the Member.

The timing and procedures for the entry into force of any amendments to the Services and their application to Members will be notified from time to time, depending on the nature and scope of the amendments. Unless otherwise set forth, if the Member continues to use the Service after the amendments have been notified and published, this shall mean that the Member has accepted the amendments.

20. Partial Invalidity

In the event that any of the clauses that make up these Terms is declared invalid or, in any case, not applicable - pursuant to and for the purposes of art. 1419 of the Italian Civil Code - this will not result in the nullity of these Terms and Conditions, but, where possible, the replacement of the invalid and/or non-applicable clause with any mandatory provisions, or with another valid and applicable clause established between the parties, or the ineffectiveness of the specific clause in question affected by nullity



## 21. Applicable law and Jurisdiction.

By entering into this contract pursuant to art. 5 above, the parties agree that it is governed by Italian law and subject to Italian jurisdiction. This is without prejudice to application to Purchasers who do not have their habitual residence in Italy of any more favourable and mandatory provisions provided for by the law of the country in which they have their habitual residence.

The offer and sale on the Site and/or the App of the Membership, if the Purchaser is resident or domiciled in Italy, constitute a distance contract governed by Chapter I, Title III (Articles 45 et seq.) of the Consumer Code (Italian Legislative Decree no. 206/2005 as amended by Italian Legislative Decree 21/2014) and of Italian Legislative Decree no. 70 of 9 April 2003, containing the e-commerce rules.

Subject to the mandatory provisions of law and without prejudice to mandatory conciliation procedures, for any dispute concerning the validity, performance or interpretation of these Terms and Conditions and their effects, the court with jurisdiction will be: a) the Court of the Purchaser's place of residence or domicile, if resident or domiciled in Italy; b) exclusively the Court of Turin, in any other case.

The Purchaser has the right to attempt an out-of-court settlement of disputes relating to consumer contracts via the procedures pursuant to Part V, Title II-bis of the Consumer Code (ADR – Alternative Dispute Resolution). With reference to possible alternative means of dispute settlement, the Purchaser is hereby informed that a European platform has been established for the online resolution of consumer disputes (so-called ODR platform). The ODR platform may be accessed at the following address, <https://ec.europa.eu/consumers/odr/main>. Via the ODR platform, the Purchaser may examine the list of ADR bodies, find the link to the website of each of them and start an online procedure to resolve his/her dispute.

Further details about alternative/online Procedures for settling disputes may found at the following link: [https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index\\_it.htm](https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index_it.htm).

This is in any case without prejudice to the Purchaser's rights to apply to the competent ordinary court for disputes arising from these Juventus Membership Terms and Conditions, whatever the outcome of the out-of-court settlement procedure.