



General Terms and Conditions of Sale and Use of Membership for season 2026/2027

(version of 28 May 2026)

1. Definitions

In these Terms and Conditions:

"Purchaser" means a person who purchases Membership for himself/herself (in which case Purchaser, Member and Manager coincide) or for his/her child under the age of 16 (in which case Purchaser and Manager coincide) or to give it as a gift to a third party;

"App" means the Juventus Official application;

"Club" or **"Juventus"**: means Juventus Football Club S.p.A. with registered office in Turin, Via Druento 175, 10151 Turin, Italy;

"Contract" means the contract of sale of Membership under these Juventus Membership Terms and Conditions;

"Manager" means the person who activates and manages the Membership Services. This person must be a registered user of the Website or the App and holder of a Juventus Account (also "MyJuve"), and must be 16 years of age or older. The Manager is generally the same person as the Member, except for Membership products for minors, which vary according to age groups, in which case the Manager is the person exercising parental responsibility over the minor;

"Membership Gift Card" means a prepaid physical gift card for a specific Membership product;

"Member" means the Membership holder who receives the Services;

"Membership" means the loyalty programme covered by these General Terms and Conditions of Sale and Use of Membership;

"Order" means the online Membership purchase form completed via the Website or the App;

"Services" means services and/or benefits provided by the Club as part of the Membership;

"Website" means the Juventus website www.juventus.com and the second-level website <https://membership.juventus.com/>;

"Sports Season" means the period between 1 July and 30 June of the following year;

"Juventus Membership Terms and Conditions" or more simply **"Terms and Conditions"** means these General Terms and Conditions of Sale and Use of Membership.

2. Types of Membership

The following types of Membership products are available, and their features are explained in the relevant sections of the Website and/or App:

- a) J1897 Membership (no age limit);
- b) Black&White Membership (no age limit),
- c) Junior Membership (for fans in the 0 - 13 years age group)



Membership provides a number of services/benefits that are common to all types of Membership products and some services/benefits that are specific to a particular Membership product. Below is a list of the main contents:

	J1897	B&W	B&W digital	Junior
Welcome Pack	✓	✓		✓
Reserved sale	✓ with early access window compared to other purchasers on the occasion of Big Matches	✓	✓	✓*
Special Ticket Office prices	✓	✓	✓	✓*
Invite-only events and dedicated competitions	✓	✓	✓	✓
Discounts	✓	✓	✓	✓

The features of the specific benefits of each Membership product are described in the Website's [Bianconeri/Membership](#) section.

* valid only if the Junior Member ticket is purchased by a J1897 or Black&White Member; the Junior Member enjoys the same benefits as the purchaser

The unit price of each Membership product, shown in euros and inclusive of Value Added Tax (VAT), is the price published on the Website and in the relevant product pages at the time of purchase. This price does not vary based on the date of purchase during the Sports Season, with the understanding that the Membership expires, in any case, on 30 June of that Sports Season. Juventus reserves the right to change the prices at any time; the new price will apply from the date of publication on the Website.

All Services related to each Membership are strictly personal, intended for the exclusive use of the Member and may not be assigned 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 Methods, Invoicing.

The purchase of the Membership is subject to 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 discounts or special promotions to the Prices applicable to each type of Membership. These will be published on the Website.

The total price shown at the end of the Order includes the shipping costs of the Welcome Pack (where included in the purchased Membership) which vary according to the destination country (the Purchaser will be able to view the cost online before completing the Order), but does not include any customs duties and/or additional taxes necessary for importing the goods into foreign territory, which are borne by the Purchaser.

The total price must be paid at the time the Order is placed, using the payment methods that are listed and displayed in the online purchasing procedure to be chosen by the Purchaser at the time of payment (hereinafter "**Payment Method**").

The Purchaser agrees that unless otherwise provided, the price is expressed in Euros. Therefore any costs, including currency exchange commissions arising from payments outside the EU - or made in currencies other than Euro - incurred by the bank and/or credit card issuer, or through using the Payment Method selected by the Purchaser, will be borne exclusively 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 the Membership and, in the event of automatic renewal, thereafter at the time of each payment until termination of the Contract.

The Payment Method is processed and managed by third parties indicated 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 relevant third party, which shall be accepted by the Purchaser. Juventus will not be liable for any commissions, exchange rates or other charges levied by third parties handling the Payment Method and accepted by the Purchaser.

The Purchaser is aware that any information sent regarding Payment Method data and Account information is secret and confidential and they must only be communicated through the secure connections and websites indicated by Juventus and third parties processing the Payment Method and not through a link contained in an email or other electronic communications. The Purchaser may not send Juventus or persons other than those handling the Payment Method information concerning their credit card or other payment instruments.

In the event that third parties managing the Payment Method fail to charge the Purchaser for the Membership price, for example, due to insufficient funds, expired or invalid account data or for any other reason, the payment will not be successful and the Order cannot be completed or confirmed. The Purchaser will be held solely responsible for the failure to conclude the contract.

The Purchaser is aware that any change in the Payment Method indicated at the time of purchase of the Membership may result in a change in the cycle and in any case in the charging criteria used by Juventus.



It is therefore the Purchaser's responsibility, in the event of an active automatic renewal, to update and verify the Payment Method associated with the purchase of the Membership. If payment is not made by the automatic renewal deadline, the Membership will not be renewed and the Contract will terminate at the end of the current period.

Juventus uses a secure payment service using the PCI-DSS standard. Confidential credit card data (card number, card holder, expiry date, security code) are encrypted and in this way transmitted to the payment provider. Juventus never has access to and does not store the details of the credit card used by the Purchaser to pay for the Order.

For invoice issuance, invoice requests must be made during the Order entry phase by ticking the relevant box. Subsequent invoicing requests made through different channels will not be accepted.

4. Information Relating to Entering into the Contract.

It is possible to purchase the Membership online, through the Website or the App, or at authorised Juventus retailers (hereinafter "**Points of Sale**") through the purchase of Membership Gift Cards which contain a coupon code to be entered on the Website or the App for the activation of the Membership Services in favour of the Member.

To purchase Membership online, for oneself or for third parties, the Purchaser must meet the following requirements: (i) he/she must be an individual who has reached the age of 18 or such higher legal age as required by the Purchaser's country of residence, and he/she must have capacity to act under Italian law. It is the Purchaser's responsibility to ensure that the information provided in the request or order is true, accurate and complete. Juventus will not be responsible for orders placed by minors without the authorisation of the parent/person exercising parental responsibility; (ii) he/she must have a registered profile and the related access credentials for the Website and/or App (also "MyJuve"); (iii) he/she must accept these Terms and Conditions.

In accordance with the various technical steps to be followed to enter into a Contract online, on the Website and/or the App, a guided procedure has been set up, which allows the Purchaser at any time to verify and then freely validate each piece of information entered, always guaranteeing the possibility of correcting errors before placing the Order and up to entering into the Contract. When transmitting the Order, the Purchaser will be warned that such transmission implies the obligation to pay the price indicated, by means of the "**confirm purchase**" button.

The various technical steps for submitting the Order are summarised as follows:

1. Selection of the product you wish to purchase with the "**purchase**" button. If you wish to purchase several products, you can select them one at a time and add them to the shopping cart. Until the order is placed, it is always possible to delete or add new products to the basket up to a maximum number of 50 products;
2. Authentication (login) to be carried out with the purchaser's authentication credentials (username/password) if he/she has them, or through his/her own social media account (if he/she does not have a Juventus Account, he/she must first create a Juventus Account through the



Website or the App);

3. Selection of the “**purchase**” option (if the Purchaser purchases the Membership for him/herself or for a minor under 16 years of age for whom he/she has parental responsibility) or “**gift**” option (if the Purchaser buys the Membership as a gift to a third party);
 4. Entry and confirmation of the Purchaser’s, Manager’s and Member’s details for each purchased Membership, which may or may not coincide with each other. When giving a Junior Membership as a gift, the Manager’s email address indicated by the Purchaser must be that of the person exercising parental responsibility for the Member. The Member’s personal details must be those of the minor who will be the holder of the Membership. The minor’s details will be processed exclusively for service purposes related to the issue of Membership;
 5. For Memberships that have included the Welcome Pack in their services, the purchaser will also be asked to confirm or enter the shipping address for delivery of the Welcome Pack; the purchaser will also be asked to indicate whether he/she wants to 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 chosen payment method in connection with the Order placed;
 7. Before proceeding to purchase, the Purchaser must read these Terms and Conditions by clicking on the relevant button and accept them by clicking on the box next to the words “**I accept the Juventus Membership Terms and Conditions**”. The Purchaser understands and agrees that checking the appropriate acceptance box on the Website and/or App and selecting the appropriate button constitutes acceptance of these terms and of the type of Membership selected by the Purchaser;
 8. Entry of Purchaser’s credit card details (or other accepted payment instrument) necessary for the transaction. The Purchaser must click on the “**confirm purchase**” button. The purchase order constitutes an obligation to pay and by submitting the order the Purchaser provides authorisation for charging the amounts specified in the Contract;
 9. Confirmation of payment (by the interbank circuit);
 10. Confirmation of completion of the Membership purchase procedure;
 11. Sending the Purchaser confirmation of receipt of the Order.
5. Entering into the Online Contract.
The purchase of Membership is subject to payment of the applicable price. The Contract shall be deemed entered into and binding on the Parties upon receipt of confirmation of payment by Juventus. After payment of the total price, Juventus will acknowledge receipt of the Order by sending an order confirmation (hereafter “Order Confirmation”) to the email address or telephone number provided by the Purchaser when registering on the Website. 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, the right of withdrawal under Article 15 below, which may be exercised if the relevant conditions are met, as well as customer service contact information and the link to these Juventus Membership Terms and Conditions, with the right for the Purchaser to access them by downloading them and to print or store the email and the Juventus Membership Terms and Conditions on his/her computer. Therefore, when placing the Order, it is important to ensure that a valid email address or telephone number has been entered.

The Order and the receipt (Order Confirmation) are deemed to have been received when the Parties to whom they are addressed have the possibility of accessing them. The Purchaser will always have access to the text of these Juventus Membership Terms and Conditions and specific conditions by downloading the Order Confirmation email to his/her computer.

The languages available to enter into the contract are Italian and English. In case of conflict between the provisions of these Juventus Membership Terms and Conditions, as published in Italian, and the corresponding text published in English, as well as in case of conflict between the Italian version and the English version of any other information and/or content of the contract, the Italian language version shall prevail.

6. Membership Activation.

In the event of online purchases, activation of the Membership Services shall only take place after the end of the period for exercising the right of withdrawal referred to in Article 15 below. In any event, the Purchaser has the right, at the time of placing the Order or subsequently on a voluntary basis, to expressly request by ticking the appropriate box, the immediate activation of all the Membership Services, thereby agreeing to lose the right of withdrawal.

In the event of purchases at Points of Sale, the Membership Services will be activated at the end of the registration procedure of the Membership Gift Card coupon code on the Website/App

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

7. Performance of the Contract.

Access to and use of the Services are governed by these Juventus Membership Terms and Conditions, of which the [Conditions of Use of the Website](#), the documents referred to or listed through hyperlinks and the specific conditions relating to the type of Membership at the time of purchase, as described in the [Bianconeri/Membership](#) section, form an integral and essential part. The Terms and Conditions may be updated at the beginning of each contractual year. Juventus also reserves the right to update, amend and/or supplement the Terms and Conditions during the contractual year exclusively for one or more of the following reasons: (i) compliance with legal provisions or regulatory provisions; (ii) security, fraud prevention or user protection; (iii) technical or



organisational changes necessary to provide the Services; (iv) introduction of new Services or features, without prejudice to the Member's rights.

The new Terms and Conditions will be communicated to the Manager/Member on a durable medium (e.g. to the email address provided by the same) and made available directly in the Terms and Conditions section of the Website and/or App, indicating the effective date and the procedures for not accepting the changes.

If the changes significantly and adversely affect the Services or the Member/Purchaser's obligations, the Member/Purchaser may, without penalty, refuse to accept the changes and terminate the Contract with effect from the effective date of the changes; in this case, Juventus will reimburse the Price pro-rata for the unused period (where applicable), using the same methods established for refunds. Continued use of the Services after the effective date of the changes constitutes acceptance of the changes, provided that the aforementioned notification has been made and the Member has had the opportunity to exercise the right of withdrawal within the set timeframe.

For Members under the age of 18, access to the ticketing services during the reserved sales phases, where included in the Services under the specific type of Membership purchased, may only be exercised through a Member holding a Membership entitling him/her to the same reserved sales phase.

The Welcome Pack, if included in the Membership purchased online, will be sent by Juventus approximately 10 days from the end of the withdrawal period or from the request to immediately activate all of the Membership Services, with the Purchaser accepting the loss of the right of withdrawal. The delivery times are indicative and do not represent binding deadlines for Juventus. Any delivery delays may be caused by Welcome Pack products being temporarily unavailable, malfunctions in the courier service, force majeure events or public holidays; the mere lengthening of delivery times does not entitle the Purchaser/Member to any compensation, without prejudice to the Purchaser's rights as envisaged by the legislation in force. Delivery is made by courier to the delivery address indicated in the Order. The delivery data are filled in directly by the Purchaser; therefore, Juventus cannot be held responsible for non-delivery in the event that the Purchaser enters the delivery address incorrectly, or in the event of absence of the intended recipient of the welcome pack at the time of delivery. The Purchaser may check, at any time, the shipping status of the Welcome Pack by accessing their Juventus Account page on the Website and/or App.

The Purchaser may always contact Juventus in accordance with Article 17.

If purchasing the Membership Gift Card at a Point of Sale, the Purchaser may choose to: (i) collect the Welcome Pack (if available) at the Point of Sale when purchasing the Membership Gift Card; or (ii) have the Welcome Pack sent to the delivery address indicated when registering on the Website the coupon code of the Membership Gift Card to activate the Membership. In the latter case, the delivery will take place within approximately 10 days from activation of the Membership, without prejudice to the non-binding nature of this deadline and the provisions above on online purchases.



8. Term.

Without prejudice to the provisions of Article 9 below, unless expressly stated otherwise, the Membership products have duration from the date of activation of the Services and expire on 30 June of the Sports Season during which the purchase is made.

The Membership Gift Card can be used to activate the relevant Membership by the expiry date indicated on the Gift Card and/or communicated during the purchase, and in any case no later than 30 June of the Sports Season in which it was purchased. It is the responsibility of the Membership Gift Card recipient to activate their Membership in order to use the Services. Failure to activate within the aforementioned deadline will result in the forfeiture of the right to use the Gift Card. No refund will be due to the Purchaser and/or the beneficiary of the Membership Gift Card in the event of failure to activate the Membership by the expiry date of 30 June as indicated above.

Without prejudice to the right of withdrawal set forth in Article 15 and the provisions contained herein in the event of modifications to the Terms and Conditions and/or Services, the Purchaser may not withdraw from the Contract before its expiration. Any withdrawal will take effect at the end of the Membership validity or, in the case of automatic renewal, at the end of the relevant Renewal Period.

9. Automatic Renewal.

Automatic renewal is optional and will only occur if the Purchaser expressly selects the AUTOMATIC RENEWAL option by clicking the specific box on the Order Form. In this case, the Membership will be tacitly renewed from year to year for subsequent 12-month periods ("Renewal Period").

In the event of automatic renewal, Juventus will send to the Purchaser, well in advance of the renewal date, a communication on a durable medium (e.g. email) containing: (i) the renewal date; (ii) the price applicable to the new period; (iii) any changes to the content; (iv) procedure for deactivating the renewal.

However, 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. Deactivation will prevent the charge for the subsequent period if done within the deadline indicated in the reminder communication mentioned above.

In the event of a change in Price and/or content applicable to the new renewal period, the Purchaser is free to opt out by deactivating automatic renewal; no costs or penalties will be charged. If automatic renewal is not deactivated by the indicated deadline, renewal will occur under the notified conditions.

If the Purchaser has selected the automatic renewal option, for Members holding a Junior Membership, renewal will be carried out with reference to the type of Membership corresponding to the Member's age group on the renewal date. Therefore, if, on that date, the Member no longer falls within the Junior Membership group, the automatic renewal will be carried out by switching to the Black & White Membership.



Juventus reserves the right to modify the contents and Prices applicable in each Renewal Period for each type of Membership product by publishing them on the Website. If the Purchaser has activated automatic renewal, such changes will be communicated to the Purchaser via durable medium (e.g. email) in good time prior to the automatic renewal. The Purchaser is free to withdraw from the Membership with effect from the end of its period of validity 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 Membership products to make available for each Renewal Period. If a Membership product is no longer available in the Renewal Period, Juventus has the right to withdraw from the Contract with the Purchaser that has activated automatic renewal, starting from the end of its period of validity, by written notice sent by email.

In case of automatic renewal of Membership, the Purchaser accepts and consequently authorises Juventus to periodically charge him/her the price applied by Juventus for the new year until the Purchaser notifies Juventus that he/she intends to withdraw from the Services, or until such time as the Services are stopped for other reasons.

10. No assignment.

The Member's right to receive the Services is strictly personal and non-transferable. The Manager and the Member may not sell, resell or otherwise commercially exploit the Services provided by the Club.

11. Proprietary Rights.

The Member/Manager expressly acknowledges and agrees that the Club is and remains the exclusive owner of all intellectual property rights, copyright and, in any case, economic exploitation rights, concerning:

- the "Juventus" name and trademark, as well as any other distinctive sign (denominative or figurative), registered or unregistered, relating to the Club, its history and its sporting heritage;
- any content, material, work, format, activity, initiative, experience or element made available, directly or indirectly, as part of the Membership and/or any Service provided to the Member (including, but not limited to: text, images, photographs, video, audio, graphics, software, applications, digital platforms, events, experiential activities, promotional and communication materials).

The Membership and the related Services do not, under any circumstances, imply the transfer, licence or grant, even implicitly, of any rights from Juventus to the Member and/or Manager. The Member/Manager may not copy, modify, re-use, sell, assign, sub-license, give or transfer to third parties or create works resulting from any right of the Club, or allow third parties to do so through the use of the Services provided to them, even without their knowledge.



Some Services included in the Membership may require the Member, the Manager and/or any additional guests to participate in activities and events organised or promoted by Juventus, including at sports facilities or other venues. In this context, Juventus may decide to make audiovisual recordings, photographs and recordings, as well as collect data and images of participants, using any technical means, including for the following purposes:

- a) documentation;
- b) institutional communications;
- c) promotion and marketing;
- d) enhancement of the Juventus brand;
- e) editorial and commercial use, on any media and channel, including digital and social media.

The Member/Manager expressly acknowledges and accepts, also on behalf of any guests, that such images and data may be used by Juventus without territorial, temporal or media restrictions, in compliance with the applicable data protection legislation.

In the context of certain Services, Juventus may ask the Member/Manager to create and provide content, such as - for example - photographs, videos, texts, creative contributions or other materials ("Member Content").

The Member/Manager:

- a) declares and acknowledges that the Member Content is created as part of initiatives, activities and formats conceived by Juventus and that such Content is based on, inspired by or otherwise derived from intellectual and industrial property rights owned by Juventus;
- b) irrevocably assigns to Juventus, free of charge, all rights to the economic exploitation of the Member Content, including - for example, but not limited to - rights of reproduction, public communication, distribution, processing, adaptation, modification, publication, translation and commercial use, on any media, means and channel, current or future, without time or territorial limitations;
- c) waives, to the extent permitted by law, any right to claim compensation, consideration or financial gains from Juventus in relation to the use of the Member Content;
- d) warrants that the Member Content does not infringe the rights of third parties and indemnifies and holds Juventus harmless from any third-party claims, demands or actions related to its use. Juventus shall have the right, but not the obligation, to use the Member Content and may decide at its discretion whether, how and when to use, modify or not use it, without this giving rise to any dispute or claim.

12. Club's Liability.



The Club is in no way connected to the Members, and it does not have any kind of direct relationship with them, other than that related to providing and supplying the Services included in the type of Membership. The Club is not liable under any circumstances for the conduct of the Members.

The Member acknowledges that use of the Services is at his/her sole risk and responsibility. The Services are provided "as is" and "as available". The Club makes no warranty that the Services meet the Member's requirements and does not monitor the Member's use of the Services: it is the Member's responsibility, or, in the case of a minor, the person with parental responsibility for the minor, to ensure that such use complies with applicable laws. These provisions do not intend to, nor can they, limit or exclude mandatory consumer rights under the law, nor exclude Juventus' liability in cases where such exclusion is prohibited by applicable law.

The Club may not be held in breach of its obligations, nor liable for damages resulting from failure to provide all or part of the Services due to incorrect operation or non-operation of 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 other network service providers, malfunctioning 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 activities he/she performs within the scope of the Services and undertakes to indemnify and hold the Club harmless from any claims or threats relating to or arising from his/her use or abuse of his/her participation in the Services provided by the Club. The Member/Manager undertakes to immediately notify the Club, through the "Contact Us" section of the Website, of any unauthorised use of his/her user ID and/or password and any other security breach which he/she may become aware of. For the Member's/Manager's own protection, he/she will be entitled to change his/her password at any time, by following the instructions provided by the system.

The Member/Manager undertakes to use the Services exclusively for legitimate purposes as permitted by current laws, uses and customs, and due diligence rules, and without harming the rights of any third party, whether user of the means of communication or not, paying special attention to data protection rules, intellectual and industrial property right protection laws and telecommunication regulations.

The Purchaser acknowledges that the Welcome Pack for Membership types without age limits may contain products/services/promotions from Membership project partners not intended for minors under 18 years of age, and that Juventus does not carry out any specific or selective controls over the composition of the Welcome Pack, assuming the Member is of age. It is therefore the sole responsibility of the parent or guardian to ensure the minor is protected and excluded from accessing such products/services.



14. Cases of suspension or interruption of Services.

The Club may at any time temporarily or permanently suspend or stop the provision of the 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 unlawful purposes in a manner that is illegal, harassing, racist, defamatory or detrimental to the privacy of others, or 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 so as to obtain direct or indirect commercial advantage from the use of the Services in violation of the principle of exclusively personal and non-commercial use of the Services connected to Membership;
- 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 in such a way as to represent a threat to public safety at or due to sport events;
- d) when the Member is in breach of the provisions of points 10 (No Assignment), 11 (Proprietary Rights) and 13 (Member's Liability).

15. Withdrawal.

Pursuant to Article 52 *et seq.* of the Italian Consumer Code (Italian Legislative Decree 206/2005 as amended by Italian Legislative Decree 21/2014), in the event of distance selling or sales outside places of business, the Purchaser has the right to withdraw from the Contract, without penalties and without the need to state any reasons, within 14 (fourteen) days from entering into the Contract, or from receipt of the Order Confirmation.

For the purposes of exercising the right of withdrawal, the Purchaser must inform Juventus of its decision to exercise the right of withdrawal by express statement, by the expiry of the aforementioned time limit.

For the purposes of withdrawal in case of online purchases, the Purchaser may communicate his/her express statement of withdrawal by using the specific function on the page of his/her Juventus Account on the Website and/or App. In such cases, the Club will promptly send confirmation to the Purchaser of receipt of the withdrawal exercised, 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 website, must include all the information necessary to identify the Contract, including the following minimum information:

- the order number to which the withdrawal refers;
- the purchaser's details (first and last name, email address).



Given that, under applicable law, the burden of proof regarding the exercise of the right of withdrawal lies with the Purchaser, Juventus recommends using the online form with acknowledgement of receipt, so as to easily allow the user to have, at no cost, proof of the exercise of the right of withdrawal.

If the right of withdrawal has been exercised in accordance with the aforementioned provisions, Juventus will, within 14 (fourteen) days of receiving the notice of withdrawal, refund to the Purchaser all payments received in relation to the Order to which the withdrawal refers, using the same payment method used by the Purchaser for the initial transaction.

The right of withdrawal is excluded, pursuant to Art. 59, letters a) and o) of the Italian Consumer Code, in the event that the Purchaser has expressed the intention to immediately use all the Services by accepting the loss of the right of withdrawal, at the time of placing the Order (by ticking the appropriate box), or subsequently during the withdrawal period within their Juventus Account page. The right of withdrawal is excluded only if the Purchaser expressly accepts, by ticking the relevant box, losing 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 within the time limits and in the manner provided by law.

The right of withdrawal is excluded in case of purchase of Membership Gift Cards at Points of Sale.

Juventus may withdraw from the Membership contract at any time by giving at least thirty (30) days' written notice due to significant organisational and/or technical reasons or due to the termination/cancellation of the Membership Programme or one of its essential features. In the event of withdrawal by Juventus, the Purchaser will be entitled to a pro-rata refund of the Price paid in relation to the duration of the unused Membership, using, where possible, the same payment method used for the purchase.

16. Registration.

To purchase Membership online and/or activate the Membership Services, the purchaser must be at least 16 years of age and have previously registered with the Website 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 Website and/or App, entering the personal details requested, and an email address and/or telephone number and a password, accept the Terms and Conditions of Use of the Website and confirm that he/she has read the Privacy Policy.

For the purposes of registration, entering personal data of third parties, or false, invented, fictitious and/or in any way untruthful information is prohibited. The Company reserves the right to dispute any improper use of personal data before any competent court.

Only one registration can be made on the Website. Therefore, the Purchaser/Manager may not 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 authority.



Registration credentials must be stored with great care and attention. Furthermore, they may 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 must also inform Juventus immediately if he/she suspects or becomes aware of any improper use or undue disclosure of the credentials, and shall otherwise be liable for failure to safeguard 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 purchaser's relationship 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 connected to a violation by the Purchaser/Manager of the guarantee under this article and/or a violation of the rules on registration on the website and/or on storage of registration credentials.

17. Requests and complaints - Support.

Information can be requested, communications can be sent and complaints can be filed by contacting Juventus customer services free of charge: (i) by filling in the online form (service available for registered users) at <https://www.juventus.com/it/contattaci/> or (ii) by calling the Contact Centre on (+39) 11 4530486 or another number indicated on the Website in the "Contact Us" section <https://www.juventus.com/it/contattaci/>.

18. Processing of Personal Data.

The data communicated by the Purchaser and the Manager which are necessary for the performance of the Contract shall be processed in compliance with applicable legislation, defined in accordance with 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). These data are processed to enable the handling of the Order, to provide the Services related to the purchased Membership, to provide support services and to handle payments. To this end, the data are transmitted to authorised service providers, who are appointed as data processors and/or persons in charge of data processing. Any use of the data for other purposes is subject to the data subject's express consent. For further information, please consult the [Privacy](#) section of the Website. 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 [Privacy Policy](#) and on the basis of any freely expressed specific consent, which is required in the cases and in the forms envisaged by the legislation in force.

19. Amendments.

The Club may change all or part of the Services at any time upon at least 30 (thirty) days' notice, which shall be communicated by way of a durable medium (e.g. by email to the address indicated in the registration form, or to a different address communicated in writing by the Member) and published on the Website/App, indicating the nature of the change and the date of effectiveness.



Changes that (i) add or improve Services, or (ii) have a negligible impact, may be applied as of the date indicated in the notice.

If the change results in a significant reduction or elimination of the Services included in the purchased Membership, the Member/Purchaser may choose between:

- a) keeping the Membership with the modified Services; or
 - b) requesting the termination of the Membership with effect from the effective date of the change and receiving a pro-rata refund of the Price for the unused period (where applicable).
- Continuing to use the Services after the effective date of the change will constitute acceptance of the change, provided the aforementioned notice has been sent and the Member has had the opportunity to exercise the right of withdrawal within the set timeframe.

20. **Partial Invalidity**

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

21. **Applicable Law and Jurisdiction.**

The parties, by entering into the Contract pursuant to Article 5 above, agree that the Contract shall be governed by Italian law and subject to Italian jurisdiction. This is without prejudice to the application to the Purchaser, if a consumer, who does not have his/her habitual residence in Italy, of any more favourable and mandatory provisions of the law of the country in which he/she has their habitual residence.

The offer and sale on the Website 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 Italian Consumer Code (Legislative Decree No. 206/2005, as amended by Legislative Decree 21/2014) and by Legislative Decree No. 70 of 9 April 2003, containing the rules on e-commerce.

For any disputes concerning the validity, performance or interpretation of the Contract:

- a) for the Purchaser, if a consumer, resident in Italy: the Court of the place of residence or domicile of the customer shall have jurisdiction;
- b) for the Purchaser, if a consumer, resident in a member state of the European Union: the Purchaser is entitled to act both (i) in the member state where he/she is domiciled and (ii) in Italy;
- c) in any other case the Court of Turin shall have exclusive jurisdiction, without prejudice to any more favourable and mandatory provisions of the law of the country in which the Purchaser, if a consumer, has his/her habitual residence.



In disputes concerning relations between consumers and professionals, the Purchaser is also entitled to an out-of-court settlement of disputes through recourse to the procedures under Part V, Title II-*bis* of the Italian Consumer Code (ADR - Alternative Dispute Resolution). 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.