



General terms and sales conditions

The “**store.juventus.com**” (hereinafter referred to as the “Website”) is the official online shop of Juventus F.C. S.p.A., exclusively conceived for and addressed to end users and consumers, not to retailers. The Website is owned and/or operated by and on behalf of Juventus Football Club S.p.A.

The following General Terms and Sales Conditions shall come to force and shall be applied on to the purchase performed by the Client within the Website.

We herein invite you to read the General Terms and Sales Conditions carefully before placing a purchase Order within the Website. By placing a purchase Order within the Website, you fully accept the General Terms and Sales Conditions as herein below outlined.

CLAUSE 1 - GENERAL TERMS OF USE

1.1. The “Website” refers to ‘store.juventus.com’, the online store devoted to the sale of Juventus Football Club S.p.A. official merchandise.

1.2. The “Client” refers to the individual, natural person or legal entity, who shall purchase the Products available within the Website.

1.3. “Juventus” refers to Juventus F.C. S.p.A. headquartered in Turin, Italy - via Druento, 175 - zip code: 10175, registered at Torino Chamber of Commerce – Company Economic and Administrative Repertoire no. 394963, fiscal code and VAT no. 00470470014.

1.4. The “Order” refers to the online form to be filled in by the Client in order to finalize the purchase of the Products available within the Website.





1.5. The “Products” refer to the items available for sale within the Website under the General Terms and Sales Conditions.

1.6. The “Customized Products” refer to personalized and custom-made items provided in accordance to the specific features requested by the Client.

1.7. The “Contract” refers to the “distance contract”, whose content is the online sale of the Products, regulated by the General Terms and Sales Conditions.

1.8. The “Parties” refer to Juventus and the Client.

CLAUSE 2 – INFORMATION AIMED TO THE CONCLUSION OF THE CONTRACT

2.1. It is necessary to be eighteen (18) years old to be allowed to place a purchase within the Website. It is responsibility of the Client to guarantee that all information submitted in order to finalize the Order is truthful, accurate and complete. Juventus shall not bear any responsibility for Orders placed without parental consent as for minors.

2.2. The manufacture and delivery of Customized Products are subject to a specific request to be formulated by the Client according to the Website guidelines and procedures. As for Customized Products, an advanced payment shall be required and the withdrawal right shall not apply.

2.3. As far as the various technical procedures are concerned in order to finalize a Contract within the Website, the Client shall follow a guided procedure, allowing him to verify and to validate each submitted information as well as to verify any error prior to place the Order, up to the execution of the Contract. The various technical phases for placing the Order are herein below summarized:

I. By selecting the Product and clicking on “ADD TO CART” a complete recap of the Product, including but not limited to all main features and its related final cost, shall be displayed, completed by information about delivery costs and other taxes (with the sole exclusion of Custom Tax, if required).



Should the Client wish to purchase more than one Product, he shall select other Products, one by one, adding them on the cart. As long as the cart is open and the Order is not sent, the Client shall be entitled to cancel and/or to add new Products onto the cart.

II. Once all Products have been selected, the Client shall click on the button “PROCEEDE TO CHECK OUT” so as to close the cart and submit the Order.

The Client may proceed and submit the Order with its own account, if already registered within the website www.juventus.com, by logging in, or may opt to proceed as a “Guest” by clicking on the button “PROCEEDE TO CHECK OUT”. At this point the Client shall be required to provide the mail address for delivery purpose and to indicate whether he is a business Client and, if so, if he wants to receive the invoice. Once the Client has provided the mail address, a comprehensive “Order Page” shall be displayed within the Website, showcasing all selected Products, their prices and the related delivery fees as well as the delivery address details. Before proceeding to the following step, we recommend our Clients to verify that all submitted information are accurate and truthful. The Client shall be responsible for the truthfulness of all submitted pieces of information. At this stage the Client shall be required to indicate his preferable payment method.

III. Prior to placing the Order, the Client should read and accept the General Terms and Sales Conditions by clicking on to the text box displayed beside the statement “I herein accept the General Terms and Sales Conditions”;

IV. In the end, by clicking the button “CONFIRM PURCHASE AND PLACE ORDER” or “PROCEEDE WITH SECURE PAYMENT”, the purchase Order is completed and finalized, implying its full payment, thus authorizing Juventus to withdraw the related Order amount.

2.4. The Order shall therefore be considered as a binding purchase proposal addressed to Juventus as for the listed Products, taking them into consideration one by one. Upon the Order submission, the Client shall receive to his e-mail address an automatic reply representing an order acknowledgment e-mail (hereinafter referred to as “Order Confirmation”) with details of the Order such as: the type of Product and its cost including VAT tax, delivery expenses, the selected payment method and the delivery terms, as well as information about the Juventus contacts outlined within the section “Contacts” and “Customer Care Service”,



and the application of the withdrawal right as per herein below clause no. 9. Therefore, we recommend our Clients to include a valid e-mail address.

2.5. Once the "Order" is complete and submitted to Juventus, it can no longer be modified in any of its part, the Client shall not be allowed to add, erase or change any Product (for example, size and color). Likewise, purchased Products cannot be replaced. For additional Products and/or replacements, a new Order shall be issued, without prejudice to Client's right of withdrawal, under the terms and the conditions outlined within the herein below clause no. 9. The right of withdrawal shall not apply to some product categories herein below listed.

2.6. The Order Confirmation does not represent the acceptance of the purchase proposal issued by the Client, it simply implies that the Order is received and that is being processed, and that a check on personal data and availability of the Client's requested Products in stock is in progress. The Order acceptance and the conclusion of the Sales Contract shall come into force between the Client and Juventus only at the time when the Client receives the "Delivery Confirmation" e-mail, which, in addition to the herein above outlined specific terms and conditions (the requested Product(s), the final price including VAT, the chosen payment method, the delivery expenses and the terms for the exercise of the withdrawal right), shall also include the General Terms and Sales Conditions as well as the delivery information. We recommend to the Client to download and print or store the "Delivery Confirmation" e-mail as well as the text of the General Terms and Sales Conditions on to his computer.

Herein below a few examples of when the Order shall not be accepted:

- a) the Product is displayed within the Website, but it is not available/in stock;
- b) the Client's authorization to payment is not received;
- c) shipping restrictions apply to a Product;
- d) the Product displayed within the Website contains a manifest error, such as for example, an incorrect price or an incoherent description.



Should one or more requested Products no longer be available, the Order shall be refused by Juventus only for the Products not available. The latter shall promptly inform the Client via e-mail. The Order shall be considered valid and executed for the available Products and the Order shall come into force limited to the Products actually delivered. The Client shall not be entitled to refuse the partial delivery nor the payment of the delivered Products. Likewise, the Client shall have no right to a reimbursement and/or compensation. The Client shall only have the right to be refunded of the price of the unavailable Product(s), if already paid, without prejudice to his right of withdrawal, as per herein below clause no. 9.

2.7 Once concluded, the Contract shall be filed by Juventus within its database for the time necessary for the execution of the same, and anyway, in compliance with the law. The Client shall always have access on to the text of the herein outlined General Terms and Sales Conditions, as well as to the specific conditions, downloading on his computer the "Delivery Confirmation" e-mail.

2.8. In order to properly finalize the Contract, the available languages are Italian and English. However, should a conflict arise between the Italian version of the herein General Terms and Sales Conditions and the corresponding English version within the Website, including but not limited to all other information and/or content of the Contract, the Italian version shall prevail.

2.9. All displayed graphics, images and drawings related to the Products have the sole purpose to show the Product and they shall be considered merely indicative. Any minor alteration or variation in colors may be caused by the use of different technologies exploited for the realization and the re-production of images. Juventus shall not be responsible for such variations and/or modifications.

CLAUSE 3 - CUSTOMIZED PRODUCTS

3.1 Where such service is available within the Website, the Client may customize a Product by adding his own text to the Product and making it personal. According to his preferences, the Client shall add his own name, or even be more creative. Yet, Juventus reserves the right to remove texts that show an inappropriate language or the texts that show other brand names. Besides, a few peculiar printing characters eventually may not be supported by our system.



3.2. It is not allowed to use, upload, send, forward, copy or else disclose public names, words or phrases that are listed within the following categories:

- consisting of or including part or the entire name of a product, service, company, organization or event owned by third parties;
- potentially infringing or infringing the Intellectual Property rights or trademark rights owned by third parties;
- including threatening, jeopardizing, inducing to violence, to defamation, obscenity and discrimination, explicitly and sexually instigating, or otherwise prohibited by law words or phrases.

Juventus shall at all times have the right to refuse and to consider inappropriate and unacceptable all and any names, words or phrases (or their combination) belonging to the herein above listed categories. This decision shall imply the cancellation of the Order. Furthermore, Juventus shall have the right to require a compensation equivalent to the value of the Product.

3.3. By placing an Order for “Customized Products”, the Client:

- a) represents and guarantees that any names, words or phrases used, uploaded, submitted, copied, applied or otherwise made public for use on his Customized Product do not fall into any of the herein above listed categories;
- b) undertakes to indemnify and hold harmless Juventus from and against all costs, expenses, damages, losses and liabilities incurred or suffered by Juventus as a result of the use of any names, words or phrases used, uploaded, submitted, copied or otherwise made public by the Client (including use on his Customized Product);
- c) grants to Juventus a non-exclusive, irrevocable royalty-free, worldwide, fully sub-licensable right to use, reproduce, disclose and modify the names, words or phrases submitted by the Client for the purposes of customizing the Product and fulfilling his Order.



3.4. The payment as for the “Customized Products” shall be prepaid. The right of withdrawal, revocation, reimbursement and/or termination shall not apply to Customized Products, whereas the legal guarantee concerning product conformity shall remain.

CLAUSE 4 - DELIVERY TIME AND OPTIONS

4.1. All Products shall be delivered via express courier to the mail address specified by the Client within the Order placed within the Website. All information about delivery shall be directly released by the Client; therefore, in case of incorrect information, Juventus shall not be responsible for failure to deliver.

4.2. The delivery time of the Products may vary according to the country of delivery: 24 to 48 hours in Italy, 48 to 72 hours in Europe, 3 or more working days for non-European countries after 24 hours from receipt of the Client’s Order by Juventus. Such delivery time frames are to be considered merely indicative and they shall not represent binding deadlines for Juventus. Eventual delivery delays may be caused by the temporary unavailability of the Products, by a dysfunctional service of the express courier, or due to other circumstances of Force Majeure or due to recurring holidays. Longer delivery time shall not entitle the Client to receive a compensation. At any rate, the delivery shall be performed within thirty (30) days from the date of execution of the Contract. All Customized Products shall require different delivery schedules since to add a text on to a Product may require a longer manufacturing time. Hence, the delivery of a Customized Product shall require a longer time than the delivery of a standard non-customized Product.

4.3. Once the Product is handed over to the express courier, the Client shall receive an e-mail confirming the delivery of the Product, (the “Delivery Confirmation” as defined above). The Delivery Confirmation includes a tracking number and/or a link to track online the status of delivery. Deliveries shall take place in business working days, with the exclusions of Saturdays and national holidays, during business hours. The obligation of delivery is considered achieved once the Product is physically delivered to the Client and/or to a third party, authorized by the Client, who is entitled to receive the Product.

4.4. In case of failure to deliver the Products within a thirty-day (30) deadline, the Client is entitled to request Juventus to fulfill the delivery within an additional time coherent with the circumstances. Furthermore, the



Client shall be entitled to terminate the Contract only in case such additional time frame expires without the Product(s) being actually delivered to him.

4.5. In case of unavailability of one or more Products occurred after the "Confirmation Order", Juventus shall inform the Client via e-mail, while eventually delivering the other Products ordered by the Client. In such a case, the Contract shall only remain valid for the Products actually delivered. Thus, the Client cannot refuse the partial delivery nor the payment of the delivered Products, nor shall the Client have the right to claim damages or a remedy, other than the reimbursement of the price of the unavailable and undelivered Product(s) in case of advanced payment.

CLAUSE 5 - REGISTRATION

5.1. In order to place an Order within the Website it is not necessary to perform an advanced registration. The Client shall however be entitled to register within the website 'www.juventus.com'. Registration is free-of-charge, easy and does not imply any purchase obligation. To register and to open a personal account, the Client shall fill in the given form displayed within the website 'www.juventus.com', inserting all personal information required by the online form - including a valid e-mail address and password - as well as shall accept the terms and conditions for the use of the website 'www.juventus.com', and shall read the Personal Data Information clause which contains the information on privacy rights (herein after the "Privacy"). While accomplishing registration, it is strictly prohibited to provide with personal information of third parties, or data which prove to be false, invented, unreal or somehow not corresponding to reality.

5.2. Each Client can register within the website 'www.juventus.com' one time only. Hence, it is strictly prohibited to all and any users to create multiple accounts which can be attributed to the same individual, natural person or legal entity, and/or to companies, and/or to institutions of all types, even under the circumstance of providing truthful data. Should the herein above prohibition be infringed, Juventus shall have the right to close down all related accounts referred to the same individual, natural person or legal entity. The Client undertakes to indemnify and hold harmless Juventus from all damages, liabilities, obligations and/or penalties arising from and/or directly connected to this infringement as per herein clause no. 5.2.



5.3. The registration allows the Client to make, through his personal account, among other things, the following activities:

- to manage personal data and to modify them at any time;
- to modify the password;
- to benefit from dedicated customer services periodically activated by Juventus.

5.4. The login information (e-mail address and password) allow the Client to place orders within the Website and to benefit, among others, from all activities listed in herein above clause no. 5.3. Therefore, the Client must keep them with care. Besides, the login information shall be exclusively utilized by the Client and shall not be transferred on to third parties. The Client shall have the responsibility to keep them confidential and to ensure that no other parties have access to them. Furthermore, the Client shall promptly inform Juventus should he suspects and/or becomes aware of an inappropriate use or disclosure performed by third parties of the login information.

5.5. The Client guarantees that the personal information released to Juventus during registration or at any other time and/or on the occasion of his relationship with Juventus are complete, truthful and solely referred to the Client himself. Furthermore, the Client agrees to compensate and indemnify Juventus from all damages, liabilities, obligations and/or penalties originated by and/or connected to the infringement of the guarantee as per herein clause 5.5., and/or related to the infringement of the registration procedure performed within the website 'www.juventus.com' and/or related to the proper storage of the login information.

5.6. However, the Client shall be entitled to finalize an Order without any obligation to register and/or anonymously, without the need to log in.

CLAUSE 6 - PRICE, PAYMENT AND INVOICING PROCEDURE



6.1. All prices are given in Euro currency (€) including VAT tax applicable to each Product category. Prices may vary: in such a case, the Website shall be updated so as to display the new price. The cost of each Product shall be charged in Euro currency. The exchange value into other currencies is merely indicative.

6.2. The final cost resulting at the completion of the Order includes delivery costs which may vary according to the country of final destination (the Client shall visualize the delivery cost at the completion of the Order, prior to confirmation). However, custom taxes and/or any additional sales tax necessary to import the Product to a foreign territory are not included. In case of delivery to a country not being member of European Community, the Product can be subject to custom taxes and additional sales taxes. Any additional fee related to custom clearance shall exclusively be borne by the Client. In case of refusal of the Product and/or of failure to deliver due to other reasons (for example, wrong indication of the Client's mail address and/or phone number; frequent absence of addressee, etc.), the Client shall be charged of the amount covering the following fees: "Delivery of the Product" plus "return of the Product to Sender" plus "custom clearance for the return of the Product to Sender" that altogether shall be deducted from the reimbursement of the price of the Product.

6.3. Custom taxes and any additional tax may vary based on the final destination country and are applied at the arrival time of the Product in the country. For further information about custom fees and taxes as well as about custom clearance procedure, we suggest the Client to contact custom authorities and competent offices in the country of final destination.

6.4. Payment of the Product price shall be performed as herein below outlined:

- as for advanced payment, by clicking on the "Place Order" button, to be performed via credit card. Accepted credit cards are Visa, MasterCard, American Express and PayPal. Credit card shall be charged of the entire amount due by the Client at the time of submission of the Order.

- as for cash on delivery payment, at the time of delivery of the Product and exclusively for Orders delivered in Italy. However, this payment shall not be applicable to "Customized Products", nor to Orders whose amount exceeds one thousand Euros (€ 1.000,00). A cash on delivery payment shall have an additional



delivery cost (rights benefited by the express courier) which is displayed within the cart for each Order. As long as the full payment is not received, the Product shall remain wholly-owned by Juventus.

6.5. Juventus utilizes a safe payment method which complies with PCI-DSS Data Security standard. All confidential information about the credit card (credit card number, card holder name, expiration date, card security code) are encrypted and thus transmitted to the credit card company. Hence, Juventus shall never have the right to have access to the Clients' credit card confidential information utilized to issue the payment of the Orders, nor shall Juventus have the right to file this confidential information.

6.6. The invoice has to be requested simultaneously to the confirmation of the Order. Business Clients who wish to have the invoice addressed to the company, shall request the invoicing while filling in the data within the Order, by marking the specific box devoted to 'invoicing to company'. The Consumer Client who wishes to receive the invoice shall have to request it to the "Customer Care Service" (by filling in the online form or by calling Juventus phone number indicated in the section "Contact Us") the very same day when he finalizes and receives the Order Confirmation, while indicating:

- order number;
- e-mail address;
- family and first name;
- complete mail address;
- date and province and place of birth of the addressee of the invoice;
- fiscal code number.

The invoice shall be then sent to the Client via e-mail in digital format. Juventus shall decline the request of invoicing issued in the days subsequent to the date of the Order Confirmation.

CLAUSE 7 - UNAVAILABILITY OF THE PRODUCTS AND FORCE MAJEURE



7.1. Should the Contract not be performed, not even partially, either due to the unavailability of the Product or for other circumstances of Force Majeure, Juventus shall inform the Client via email within thirty (30) days since the date of the "Order Confirmation". Likewise, Juventus shall be relieved from all and any obligations, with the exception of the reimbursement of the amounts eventually already remitted by the Client.

CLAUSE 8 - COPYRIGHT AND TRADEMARKS

8.1. The Contract does not entitle the Client to exercise any right upon all and any brands, logos and other distinctive features nor upon their related contents outlined within the Website. The contents of the Website (texts, graphics, images and animation) are all protected by copyright. All contents of the Website, including but not limited to: trademarks, designs, texts, artistic works, drawings, photographs and images (hereinafter the "Content"), are wholly-owned by Juventus Football Club S.p.A. and/or to the companies supplying the Website contents.

All elements displayed within the Website, including but not limited to the overall design and layout of the Website and the Content are all reserved rights, protected by copyright, moral rights, database rights, trademarks rights, and any related Intellectual Property rights. Thus, the Website, the overall "Content" as well as all related rights shall remain under exclusive ownership of Juventus Football Club S.p.A. All rights are reserved.

Each time the Client has access and enters into the Website, the Terms and Conditions for the Use of the website 'www.juventus.com' shall come into force and be applied. By entering into the Website, the Client agrees about the Terms and Conditions for the Use of the website 'www.juventus.com' in all their parts as well as agrees about all other rules, regulations and laws pertaining and applicable to the Website and to Internet.

CLAUSE 9 - RIGHT TO WITHDRAW

9.1. According to clause no. 52 and subsequent articles of the Consumer Code (Italian Legislative Decree no. 206/2005, as modified by legislative decree no. 21/2014) the Client, being the consumer, shall have the right to withdraw from the Contract with no penalties, without providing any given reason, within and no later than



the 14th day (fourteenth day) from the date he, or a third party named by him, who is not the carrier, has taken possession of the Products (or, in case of a contract for multiple Products, ordered in the context of a single Order and which are being delivered separately, of the final delivery of the last Product).

9.2. To exercise his right of withdrawal, the Client shall inform Juventus of the decision to withdraw from the contract before the deadline as per herein above clause 9.1, by means of a written communication to be addressed to: Juventus F.C. S.p.A. at EPI S.r.l. - Via Pietro Magistretti, 10 - 20128 Milano, Italy. To do so, the Client may use the sample withdraw form attached as Appendix no. 1, although it is not mandatory.

The withdrawal notice may be sent via ordinary mail to the address herein above indicated or via e-mail to: 'store-support@juventus.com'. However, since the burden of proof in relation to the exercise of the withdrawal right shall lie with the Client, we recommend to follow a registered letter within 48 hours of the notice sent by email.

The withdrawal notice shall contain the following information:

- The Order Number #.....
- The Product Code to be returned
- Motivations for the return of the Product (optional)

9.3. In case of exercise of the withdrawal right, the Client shall have to return the Product(s) to Juventus to the following address:

JUVENTUS F.C. S.p.A.

at EPI S.r.l.

Via Pietro Magistretti, 10

20128 Milano – ITALY



within and no later than fourteen days (14) from the date of the withdrawal notice.

The deadline shall be deemed met if the Client sends back the Products via express courier and/or via registered/certified mail before the expiration of such 14-day period (the timely dispatch of the Products is sufficient to meet the deadline).

9.4. The return of Products shall be at Client's risk and at Client's expense. We recommend to carefully wrap the Product and to use an express courier or other means of delivery that allow tracking of the shipment. It is also recommended to ensure the shipment since no reimbursements shall be provided in case of failure to deliver occur.

9.5. The Client shall be responsible to return the Products in well-preserved conditions, in their original packaging, perfectly intact and suitable for reselling purposes, together with the original and unremoved labels belonging to the Products. The Client shall also be fully responsible of any potential decrease of value of the Products resulting from the improper handling and/or irregular use of the Products, other than what is necessary to establish the nature, characteristics and functioning of the Products. In such event, Juventus shall have the right to withhold the amount corresponding to such decreased value from the reimbursement.

9.6. Should the withdrawal right be exercised in compliance to the herein outlined terms and conditions, Juventus shall refund the Client within fourteen (14) days from the date of reception of the withdrawal notice, applying the same method of payment issued for the initial transaction, and provided that it shall not imply any additional cost due to the reimbursement to the Client.

However, according to clause no. 56, article III of the Consumer Code, Juventus shall have the right to withhold reimbursement until receipt of Products or until the Client has supplied evidence of having sent back the Products (for example, by showing the receipt of the registered/insured delivery or by showing the express courier delivery tracking number), whichever is the earliest. As for the Italian territory only, in case of cash on delivery, the reimbursement shall be performed by bank transfer on to the Client's bank account indicated by the Client within the withdrawal communication.



9.7. The withdrawal right shall only be applicable to individuals acting as consumers, namely, whose purchase is unrelated from their entrepreneurial, business, craftsmanship and/or professional activity, if any. Therefore, companies as well as retailers shall not be entitled to benefit from the withdrawal right.

9.8. In accordance to clause no. 59 of the Consumer Code, the withdrawal right shall likewise not be applicable to the supply of customized Products (please, refer to herein above article no. 3), magazines and sealed products that cannot be returned due to reasons related to hygiene and people health protection and that have been opened after delivery, as well as to the supply of audio videos and recordings. Therefore, the return of Product(s) that may come close to the body intimate parts (for example, underwear piece of clothing and bathing suits) shall not be accepted in all and any cases. Should a package be constituted by more than one item and should it contain an underwear piece of clothing duly sealed separately, it shall be possible to return it only in case its packaging proves to be unaltered and UNOPEN by the Client. The removal and/or the damage to the packaging and/or to the “guaranteed seal of integrity” shall at all times and by all means exclude the right of withdrawal.

CLAUSE 10 - LEGAL GUARANTEE OF CONFORMITY

10.1. Should the Client, being the consumer, identify a lack of conformity of the Product, the Client shall be entitled to require either the repair or the replacement of the defective Product, without having to bear any costs. However, the above condition shall not be applicable in case the repair and/or the replacement are not possible or too expensive compared to the cost of the original Product. Such being the case, the Client shall be entitled to ask for a consistent price reduction, or to terminate the Contract and ask for the reimbursement of a sum corresponding to the value of the Product against return of the defective Product. However, The Client may only terminate the contract if the lack of conformity is not minor.

10.2. Upon Client’s claim, Juventus shall within a reasonable span of time provide and manage the pick-up of the Product at the Client’s address. After checking of non-compliance of the Product, Juventus shall remedy, without charging any additional fee to the Client, the lack of conformity by either repair or replacement, according to the Client’s choice, unless the remedy requested by the Client is unreasonably expensive. However, in case the repair and/or the replacement are not possible or too expensive compared to the cost



of the original Product, Juventus shall apply a consistent price reduction or shall refund the sum paid by the Client for the defective Product against return of the Product. Notwithstanding the above, Juventus shall be entitled to propose alternative solutions such as, for example, replacing the purchased Product with another one that has an equivalent economic value compared to the purchased Product, available within the Website, or giving to the Client a bonus, of equivalent value corresponding to the amount paid, to be exploited at a further moment by getting in touch with Juventus "Customer Care Service". Should the Client agree, Juventus shall provide to duly perform and execute the remedy specifically identified.

10.3. Legal warranty shall last for 2 (two) years since the date of the delivery of the Product and shall be claimed within 2 (two) months from the discovery of the defect. Hence, the Client should claim the defect of the Product as soon as possible and keep the payment receipt. The Client shall be entitled to report the lack of conformity to Juventus by means of a written communication via registered mail to the address indicated within the Website "Customer Care Service" section.

10.4. Conditions of lack of conformity are applicable under the herein below outlined circumstances:

- the product cannot be utilized;
- the product does not comply with the description given by the seller, or does not meet the quality standard.

Should a lack of conformity arise within six (6) months from the delivery date of the Product, it is likely that the Product already had defects at the time of the purchase. Should the lack of conformity arise after six (6) months from the delivery date of the Product, it shall be the Client's responsibility to prove that the defect was already there at the time of the delivery date of the purchased Product.

Juventus shall not refund Products damaged by negligence or misuse or activities other than the intended purpose.

10.5. Business or professional Clients are entitled to benefit from an ordinary legal guarantee provided for by civil code law with regard to the 'Contract of Sales' (civil law, article no. 1490 and subsequent clauses) that shall expire after one year since the date of delivery, as per article no. 1495 Civil Code.



CLAUSE 11 - REQUESTS AND CLAIMS - CUSTOMER CARE

The Client may ask for information, send communications and/or make a complaint to the Juventus "Customer Care Service":

- through the Website, by clicking on to the section "Contacts";
- calling the telephone number indicated in the section "Customer Care Service".

CLAUSE 12 - PRIVACY

12.1. All personal data provided by the Client in order to finalize and execute the Contract are processed according to current personal data protection regulations and, particularly, in compliance with Regulation (EU) 2016/679, as well as Italian Legislative Decree no. 196/2003 (Privacy Code), as amended by Italian Legislative Decree no. 101/2018. The Client's personal data are processed for the purposes of managing the Order, of delivering the Products, of assisting and helping the Client, as well as of processing payments. To this end, the Client's personal data may be disclosed to authorized suppliers who are made responsible for and/or assigned to process data. Any use of the data for other purposes is subject to the express specific consent of the data subject. For further information, the Client may refer to the "Privacy" section within the website. By placing an Order with Juventus, the Client thus agrees and accepts that their personal information may be gathered, used, stored and processed by Juventus in compliance with the purposes outlined in the Privacy Policy and on the basis of any specific consent that has been freely given, which is required in the cases and manners provided by current law.

For this reason, if the Client is a registered user on www.juventus.com and has given their consent to profiling, their purchasing data may be associated with their profile/account regardless of whether the purchase was made when logged in or anonymously.

CLAUSE 13 - AMENDMENTS TO THE PRESENT TERMS AND CONDITION



Juventus shall have the right to modify the General Terms and Sales Conditions at any time. All contracts, stipulated between the Client and Juventus shall be subject to the provisions of the “General Terms and Sales Conditions” in force at the time of placing the Order within the Website. The applicable version shall be the one showing the latest revision date shown at the bottom.

CLAUSE 14 - APPLICABLE LAW AND COMPETENT COURT

14.1. By stipulating the Contract in compliance to the herein above clause no. 2, both Parties agree that the Contract shall be governed by Italian Law and shall be subject to Italian jurisdiction and that the “United Nations Convention on Contracts for the International Sale of Goods”, adopted in Wien on April 11th 1980, shall not be applicable. On the contrary, mandatory and more favorable rules and regulations foreseen by the law applicable in the country outside of Italy where the Client - being the consumer - is resident , shall be applicable .

14.2. In case the Client, being the consumer, is residing or domiciled in Italy, the supply and the sales of Products within the Website shall represent a ‘distance contract’ governed by provision I, chapter III (clauses no. 45 and subsequent) of the Consumer Code (Italian legislative decree no. 206/2005 as modified by the legislative decree no. 21/2014) and by the legislative decree no. 70/ 2003, regulating e-commerce.

14.3. Any dispute arising out or in connection with the validity, the execution and/or the interpretation of the Contract, shall be settled: a) by the Court of the place where the Client, being the consumer, proves to be resident or domiciled within the Italian territory; b) exclusively by the Court of Turin, Italy, in all other cases.

14.4. The Client, being the consumer, shall be entitled to pursue an extra judicial resolution of all controversies related to the Consumer Reviews by means of recurring to the procedures as outlined within provision V, chapter II-ibid of the Consumer Code – (ADR - Alternative Dispute Resolution). We herein inform that as for any alternative tools of disputes, a European platform has specifically been instituted for the online resolution of consumers’ disputes, (ODR platform). This platform is accessible on: <http://ec.europa.eu/consumers/odr/>. Within ODR platform, the Client, being the consumer, shall be entitled to consult the list of all related ADR agencies, find their links and have access into the website of each ADR



agency, thus apply for and start the online procedure for the resolution of the dispute wherein the Client is involved.

14.5. Notwithstanding the above, the Client, being the consumer, shall always be entitled to refer to the competent Court and Judge for the dispute controversy deriving from the General Terms and Sales Conditions and/or from the Contract regardless of the outcome of the extra judicial procedure.

NOTICE CONCERNING PURCHASES DURING THE TRANSFER WINDOW

The Players' enrolment in the first team squad may vary during the summer and the winter transfer windows. In particular the consumer is required to consider that the squad list is only formalized after the closing of the transfer window. Likewise, the assignment of the official numbering to players' kit takes place within the deadlines indicated by the competent sports organizations. Each purchase of a customized jersey made before such dates is therefore at the sole risk of the consumer, as the player may no longer wear the jersey or change the jersey number. The above without prejudice to the right to a calling-off period of 14 days for distance selling.

General Terms and Sales Conditions – updated June 26, 2020