

General terms and conditions of after-sales service (Care Services)

Christian Dior Couture is a limited company with a capital of 291,125,408 euros, headquartered at 30 Avenue Montaigne, 75008 Paris, registered at the Paris RCS under no. 612 035 832, VAT number FR 37 612035832, and can be reached by phone at +33 (0)1 40 73 73 73 or by e-mail at contactdioreu@dior.com.

These general terms and conditions set forth the conditions under which you may be provided with the after-sales service provided by Christian Dior Couture (Care Services) from the moment the Dior product is deposited until its collection.

It is understood that the after-sales service offered by Christian Dior Couture is without prejudice to your rights under the statutory warranties, which you may exercise during the entire protection period of said warranties. Note that in order to benefit from the repair option under your statutory warranties, you must present proof of purchase when you deposit your Dior product. For more information on the statutory warranties, please refer to the general terms and conditions of sale applicable to your purchase.

1. Scope of the after-sales service

The after-sales service includes the repair and/or maintenance and/or cleaning of your Christian Dior Couture product by our specialized workshops, after a quote has been drawn up for the services and said quote has been validly accepted by you.

All products sold by Christian Dior Couture are eligible for the after-sales service.

However, depending on the state of the product, Christian Dior Couture reserves the right to refuse the repair and/or maintenance and/or cleaning of a Dior product at its sole discretion, without any compensation or indemnity of any kind from Christian Dior Couture.

2. Product deposit and collection process

You can visit any Dior store or point of sale to deposit your product and to use the after-sales service.

For all repairs, Dior products that have been deposited to the Care Services will be automatically appraised by our workshops. The timeframe for this expertise will depend on the state of the product and the nature of the requested service. After this expertise has been carried out, you may be offered a quote and a repair, maintenance or cleaning time. If you accept this quote, you undertake to pay the corresponding amount set forth on the quote, upon collection of the product, after the after-sales service has been provided. For more information on accepted means of payment, please refer to the Store Terms and Conditions of Sale, accessible in paper format in all Christian Dior Couture stores.

You will be informed by postal mail and/or email and/or text message (depending on the information that you communicated to us) as soon as your product is ready to be collected. No product may be collected from the Care Services unless the following are provided: (i) these general terms and conditions duly signed by you and dated with the day on which the DIOR product was deposited to the Christian Dior Couture after-sales service (Care Services), as well as (ii) a valid piece of ID.

You have a period of one (1) year from the date on which the postal letter and/or email and/or text message mentioned in the paragraph above was sent in order to collect the product.

If at the end of this one (1) year period, you have not collected your DIOR product, Christian Dior Couture reserves the right to bring an action before the competent jurisdictions, in accordance with the provisions of the law of December 31, 1903 relating to the sale of certain abandoned objects, in order to authorize the sale by public auction of the product in question.

3. Data protection

Should you wish to be provided with further information on the manner in which we use your personal data collected through the below collection form, please refer to our Privacy Policy, attached to these terms and conditions.

You have the right to register on the Bloctel telephone solicitation opposition list (via the website <http://www.bloctel.gouv.fr/>).

4. Intellectual property

Christian Dior Couture attaches great importance to the protection of its intellectual property rights and compliance with applicable law. Consequently, Christian Dior Couture does not repair items identified as stolen or counterfeit.

In addition, by signing these general terms and conditions, you authorize Christian Dior Couture, if the circumstances justify doing so, to (i) retain any infringing items for the purpose of destroying them or for the purpose of judicial investigation and/or, where applicable, as evidence against the infringer or the offender; (ii) to communicate personal data to the competent authorities if required by law or by the same authorities.

Purchasing items in DIOR stores and from its authorized distributors is the best way to ensure the authenticity of a DIOR product.

5. Dispute resolution – Applicable law

Should any dispute arise in relation to the Christian Dior Couture after-sales service (Care Services), you have the option, before any legal action, to seek an amicable solution with Christian Dior Couture by contacting us via email or phone, or to use the CMAP (Paris Centre for Mediation and Arbitration).

If you wish to bring a dispute before the mediator, you may fill out the form on the CMAP website: www.cmap.fr, tab "you are : a consumer", send your request by regular or registered postal mail to CMAP Médiation Consommation, 39 Avenue Franklin D. Roosevelt, 75008 PARIS, or send an email to consommation@cmap.fr. Regardless of the communication method chosen to contact the CMAP, your request should include the following elements in order to be processed efficiently: your postal details, email and phone number as well as the full name and address of the Christian Dior Couture company, a brief summary of the facts, and proof of the steps carried out by you with Christian Dior Couture prior to contacting the CMAP.

You remain free to accept or refuse the use of mediation, and in the event you choose to use mediation, each party is free to accept or refuse the solution offered by the mediator. If the parties fail to reach a solution amicably or through mediation, all disputes that the general terms and conditions of after-sales service may give rise to will be brought before the courts of competent jurisdiction in accordance with the provisions of the French Code of Civil Procedure and the French Consumer Code. You may bring a dispute before the courts of (i) the place where Christian Dior Couture is domiciled; or (ii) the place where you are domiciled; or (iii) the place where the after-sales service is performed.