AFTER-SALES SERVICES TERMS AND CONDITIONS

(Last update: 1 November 2026)

These after-sales services terms and conditions (the "**Terms of Service**") govern the provision by Loro Piana of the after-sales services described below (the "**Services**"). The Services are available only in respect of genuine Loro Piana products and include alterations, namely product adjustments for fit, such as hemming ("**Alterations**"), and repairs, including repairs required due to product quality issues and repairs required as a result of wear, misuse, accidental damage or other circumstances attributable to the customer ("**Repairs**").

By requesting a Service and accepting these Terms of Service, you acknowledge that you have read and understood them and agree to be bound by them.

Loro Piana provides the Services only at the Loro Piana stores listed on www.loropiana.com – FAQ – Alterations.

You must be at least eighteen (18) years old or otherwise have reached the age of majority and have legal capacity under applicable law, to request the Services. If you do not meet these requirements, the Service request must be placed by your parent or legal guardian.

1. Purpose of the Service & Product Handover

The Services are intended to provide dedicated assistance and professional care for products that you have purchased or received as a gift (the "**Products**").

You shall provide accurate and complete information necessary for the assessment and execution of the Service, and you are responsible for ensuring that your contact details, including your email address and telephone number, are correct and up to date.

The Services are available only in respect of genuine Loro Piana products. Loro Piana may request proof of purchase or any other information reasonably necessary to assess the Product and the Service request. Loro Piana reserves the right to refuse, suspend or discontinue any Service where, in its reasonable opinion, the authenticity, origin, condition, hygiene, safety or technical feasibility of the Product cannot be verified, or where the requested intervention may compromise the integrity, quality, appearance or value of the Product.

By handing over the Product(s), you authorize Loro Piana to take custody of the Product(s) for the limited purpose of assessing their condition and verifying the technical feasibility of the requested Service. Any Service request is subject to a preliminary technical evaluation based on the condition of the Product(s), the nature of the requested intervention and the materials involved. Handover of the Product(s) does not imply, and shall not be construed as, acceptance of the requested Service, confirmation that the Product(s) are genuine Loro Piana products, confirmation that the Product(s) are covered by any warranty or guarantee, or acknowledgement of any defect, non-conformity or liability by Loro Piana.

Loro Piana shall not be liable, to the extent permitted by applicable law, for defects, damage, deterioration, loss of quality, deformation or other issues resulting from the Product's pre-existing condition, age, prior use, improper care, hidden defects, fragility of materials or previous interventions carried out by third parties.

Following the preliminary check, Loro Piana may proceed directly with the requested Service where no further technical evaluation is required.

Where a further assessment is required, the Product(s) will be submitted for technical evaluation as described in Section 2 below.

2. Evaluation of the Service & Customer Approval

If a Service request requires technical evaluation, Loro Piana will:

- carry out the evaluation, where appropriate with the involvement of its quality department or specialized technicians;
- inform you, using the email address, whatsapp or any other method made available by Loro Piana of the proposed Service solution, including:

- the scope and details of the intervention,
- whether the Service is complimentary or subject to a quotation,
- the estimated completion timeframe, which may vary depending on the type of Service requested, the number of Product(s), the complexity of the intervention, the availability of materials or spare parts, and Loro Piana's operational requirements.

All Services are subject to prior approval. Loro Piana will proceed with the Service only after receiving your express approval of the proposed Service solution and, where applicable, the relevant quotation. Your approval may be provided by email, whatsapp or any other method made available by Loro Piana.

If Loro Piana does not receive your approval within the timeframe indicated, Loro Piana may consider the Service request closed and ask you to collect the Product(s) from the relevant store. If you reject the proposed Service solution, or if the request is considered closed due to lack of response, Loro Piana will notify you by e-mail, whatsapp or any other method made available by Loro Piana that the Product(s) are ready for collection. You shall collect the Product(s) from the store within **ninety (90) days** from the date of notification.

3. Service Execution

Upon receipt of your approval, Loro Piana will proceed with the execution of the agreed Service. Estimated completion timeframes are provided for information purposes only and are not binding, as they may vary depending on the type of Service requested, the condition and number of Products, the availability of materials, components, spare parts or specialised personnel, and any other circumstances beyond Loro Piana's reasonable control.

You acknowledge that the final result of the Service may depend on the original condition, age, prior use, care history and material characteristics of the Product. Certain variations in colour, texture, fit, appearance, dimensions or finish may be unavoidable due to the nature of the Product, its materials or the

requested intervention, and shall not in themselves constitute a defect in the Service, unless directly caused by Loro Piana's failure to perform the Service with due care.

4. Charges, Complimentary Services and Quality-Related Repairs

- ALTERATIONS FREE OF CHARGE:

Alterations are provided free of charge for Product(s) purchased from Loro Piana Directly Operated Stores, Loro Piana department store corners, or Loro Piana's official e-commerce channel, provided that the Alteration is requested within six (6) months from the date of purchase.

- ALTERATIONS SUBJECT TO PAYMENT:

After the six (6)-month period, or if you purchased outside of Loro Piana Directly Operated Stores, Loro Piana department store corners, or Loro Piana's official e-commerce channel, Alterations are available subject to payment, unless otherwise required by applicable mandatory law.

- REPAIRS FREE OF CHARGE:

Repairs required due to a Product quality issue attributable to Loro Piana are performed free of charge, without prejudice to the legal warranty and any other mandatory rights available to you under applicable law.

To benefit from the free of charge repair service:

- if you purchased the Product(s) at Loro Piana Directly Operated Stores or Loro Piana department store corners, please refer to one of the Loro Piana stores listed on www.loropiana.com – FAQ – Alterations;

- if you purchased the Product(s) at an outlet, please refer to the outlet where the purchase was made;

- if you purchased the Product(s) on the official Loro Piana website, please contact customer services or refer to one of the Loro Piana stores listed on www.loropiana.com – FAQ – Alterations.

- REPAIRS SUBJECT TO PAYMENT:

Repairs required due to wear and tear, misuse, accidental damage, improper care, alterations or interventions performed by third parties, or any other circumstance not attributable to Loro Piana are subject to payment.

If a Product was purchased from a third-party store or website, any claim or request for a repair relating to a Product quality issue must be addressed to the relevant seller, in accordance with the applicable legal warranty and consumer protection laws. Repairs requested directly from Loro Piana in respect of such Products and not relating to a Product quality issue may be provided subject to payment.

5. Collection of Product(s) after the Service

Once the intervention has been completed, Loro Piana will notify you by e-mail, whatsapp or any other method made available by Loro Piana that the Product(s) are ready for collection.

You shall collect the Product(s) and proceed with the payment within **ninety (90) days** from the date of notification.

Loro Piana shall not be liable for deterioration, deformation or other damage resulting from delayed collection beyond the recommended timeframe, except where such damage is directly attributable to Loro Piana's wilful misconduct or gross negligence.

If the Product remains uncollected for an extended period after Loro Piana has notified you that it is ready for collection, Loro Piana may send one or more reminders using the contact details provided by you. If the Product is not collected within ninety (90) days from the original notification, Loro Piana may treat the Product as uncollected property and may take any measures permitted under applicable laws and regulations, including dealing with, disposing of or otherwise managing the Product as Loro Piana deems appropriate within the limits of applicable law in relation to uncollected property.

6. Guarantee on Services

Services performed by Loro Piana are covered by a one (1) year guarantee, applicable exclusively to defects directly arising from the execution of the specific Service performed and limited to the part of the Product affected by that Service.

The guarantee does not apply to:

- pre-existing defects, damage, wear and tear or deterioration;
- defects or damage affecting parts of the Product not subject to the Service;
- deterioration inherent in the nature, age, prior use or material characteristics of the Product;
- damage caused by improper use, improper storage, failure to follow care instructions or delayed collection;
- interventions, repairs, alterations or treatments carried out by third parties;
- natural or unavoidable variations in colour, texture, dimensions, fit, appearance or finish resulting from the nature of the Product, its materials or the Service performed, provided that the Service was performed with due care.

This Service guarantee is separate from, and does not limit or exclude, any mandatory statutory rights or legal warranties applicable to the Product under consumer protection laws.

If a defect directly attributable to the Service arises within the guarantee period, you must report it promptly to Loro Piana. Loro Piana will remedy the issue by re-performing the relevant intervention or, where this is not reasonably feasible, by refunding the price paid for the relevant Service.

7. Limitation of Liability

To the maximum extent permitted by applicable law, Loro Piana shall not be liable for any loss, damage, deterioration, deformation, change in appearance, loss of value or other issue affecting the Product where such issue results from the Product's pre-existing condition, age, prior use, improper care, hidden defects, fragility of materials, previous interventions by third parties, delayed collection or the inherent characteristics of the Product or its materials.

Loro Piana shall not be liable for any indirect, consequential or unforeseeable losses arising out of or in connection with the Services, except where such limitation is prohibited by applicable law.

Nothing in these Terms of Service shall exclude or limit Loro Piana's liability where such exclusion or limitation is not permitted under applicable law, including in cases of fraud, wilful misconduct, gross negligence, death or personal injury where applicable, or any mandatory consumer rights.

8. Personal Data Processing

You acknowledge that your personal data will be processed for the purpose of managing the after-sales services and related requests, in accordance with applicable data protection laws. You have the rights to access, rectify, erase and restrict the processing of your personal data, to object to processing, and to data portability, where applicable. For more information on your rights and how to exercise them, please refer to Loro Piana's Privacy Policy available on www.loropiana.com.

9. Governing Law and Mandatory Consumer Rights

These Terms of Service and any Service performed under them shall be governed by the laws of the country in which the Loro Piana store performing the Service is located. Nothing in these Terms of Service shall limit, exclude or otherwise affect any mandatory rights or remedies available to you under applicable consumer protection laws, including any mandatory rules that apply in your country of residence or in the country where the Service is requested or performed.