

1. Identification of the vendor:

Munelle De Vie, LLC is existing and organized un the laws of Dallas, TX USA, with registered VAT no. is TX 3-20818-9226-0 in Dallas, TX situated at the address of 910 S Pearl Expy, Suite 1, Dallas, TX 75201 USA.

2. Scope and Acceptance of the General Terms of Sale:

All purchased items shall be governed by these general terms of online sale, which are made available on the website www.munelledevie.com/ (hereinafter referred to as the "Website").

MUNELLE DEVIE products are intended solely for sale to end consumers, whether natural persons or legal entities acting as end customers, and are expressly excluded from sale to any resellers or individuals acting on behalf of resellers (hereinafter referred to as the "Customers"). Accordingly, the Customer affirms their non-commercial intent to refrain from reselling the Products.

Upon placing an online order, the Customer must affirmatively indicate their acknowledgment and acceptance of the General Terms and Conditions of the www.munelledevie.com/ website by selecting the checkbox labeled "I have read and accepted the General Terms and Conditions." By doing so, the Customer expressly agrees to be bound by our terms and conditions.

3. Terms of the Order

Order Process:

The Customer, upon placing an order, shall adhere to the following procedures:

3.1 Product Selection: The Customer shall choose the desired Product from the available options, including size, color, and any customizations, if provided on the respective page.

3.2 Modifications: In cases where color modifications are offered, the Customer may select their preferred color for the Product. It is important to note that certain Products are crafted from upcycled materials, which may result in slight variations in fabric and content. If the Product is upcycled, MUNELLE DE VIE shall notify the Customer via email or provide product descriptions indicating potential fabric modifications during the shopping process.

3.3 Identification: The Customer shall complete the designated identification form and furnish the requested information, including mandatory details such as title, surname, first name or corporate name, email address, password, and telephone number for delivery purposes.

3.4 Order Review: The Customer shall carefully review the contents of their order, total price, delivery and invoicing addresses. At this stage, the Customer retains the ability to delete a Product or modify the invoicing or delivery address. Furthermore, the Customer shall confirm their preferred method of delivery and payment. Acceptance of these Terms and Conditions shall be confirmed by checking the corresponding box. Order validation is only possible upon checking this box. Subsequent to this step, the Customer shall no longer be able to modify or cancel the order.

3.5 Order Acknowledgment: The Customer shall receive an email summarizing the details of their order, including delivery and invoicing addresses, order number, order date, list of ordered Products and their quantities, and the chosen method of delivery (Client's address or "point relay"). It is advised that the Customer retains and prints this document, as it serves as official proof of the order. MUNELLE DE VIE shall register and process the order, verifying the availability of the ordered Product(s). Placing an order implies acceptance of the prices and descriptions of the Products available for sale.

3.6 Shipping Confirmation: The Customer shall receive an email providing a summary of the order and confirming its dispatch. The contract shall be deemed concluded upon the date of sending this email.

3.7 Order Tracking: All orders are dispatched through Courier UPS, and the Customer shall receive email communication containing tracking information for their placed order. Shipping duration may vary up to 15 days, depending on production timelines. Please note that most items are made-to-order in accordance with our sustainability policy and our small-scale operation.

4. Product Availability:

MUNELLE DE VIE, while displaying the Products on its website, does not guarantee the availability of certain items, fabrics, or specific details necessary for made-to-order creations. In the event that such availability is limited, MUNELLE DE VIE shall promptly notify the customer. Furthermore, MUNELLE DE VIE reserves the right to modify the Products offered on the Website at any time and without prior notice.

Despite making diligent efforts to ensure the accuracy of the color and pattern of the Products as depicted in the photographs displayed on the Website, variations may occur. These variations may be attributed to technical constraints in reproducing colors accurately on the Customer's computer equipment. Consequently, MUNELLE DE VIE cannot be held liable for minor errors or inaccuracies in the photographs or graphic representations of the Products appearing on the Website.

Moreover, MUNELLE DE VIE retains the right to refuse an order from a Customer with whom it is currently in a dispute regarding a previous order. Additionally, MUNELLE DE VIE may decline an order if it reasonably believes that the Customer has violated these Terms and Conditions, engaged in fraudulent activities, or for any other justifiable reason.

5. Price/Fees/Shipping and Returns:

5.1 Pricing and Fees:

All prices stated are final and non-negotiable, and they cannot be matched with discounted items or adjusted after the purchase has been made. Any value-added tax (VAT) applicable for reimbursement shall be the

responsibility of the customers, and it will not be refunded to the customer. This includes, but is not limited to, any hidden fees, shipping charges, or other deductions. MUNELLE DE VIE retains the right to modify the prices of the Products offered on the Website at any time and without prior notice. The Products shall be invoiced based on the tariffs displayed on the Website at the time of placing the order, subject to the availability of the Products.

5.2 Payment and Financing:

All orders are to be paid in US Dollars and must be settled immediately upon placing the order, unless otherwise stated in occasional "0-interest financing with 3 installments" offers, which are duly announced and made available exclusively for orders exceeding \$100.00 paid by a US credit card and intended for delivery within specific territories. Such financing arrangements will consist of three monthly payments starting from the first payment.

5.3 Shipping:

Orders totaling \$300.00 USD or more are eligible for free shipping. Orders below this amount will incur shipping fees calculated automatically at the checkout, in accordance with the applicable tariffs. Non-US shipping fees vary and are higher. The Customer acknowledges and agrees to bear these fees upon delivery.

5.4 Returns and Exchanges:

MUNELLE DE VIE solely accepts exchanges and does not offer returns. Exchanges are permitted within 7 days from the date of delivery. MUNELLE DE VIE may authorize exchanges in the event of production faults but not for fit-related issues. All sales are considered final and cannot be returned, disputed, or shipped back. Each item is meticulously handcrafted in Dallas, TX, by our specialized seamstresses, catering to made-to-order requirements. As we do not maintain any inventory, we are unable to accept returns. The Product is uniquely crafted for each customer and may slightly differ from the initial images displayed online.

In the event of an undelivered Product sent to our location for exchange, the Customer accepts responsibility for the undelivered Product's cost and acknowledges that MUNELLE DE VIE bears no liability for any loss of the package.

6. Payment:

6.1 Payment Methods:

Payment for the exchanged Product can be made using the following methods:

6.1 Credit Card:

The Customer may choose to make payment using a credit card, such as Visa, CB, Mastercard, or American Express. The payment process occurs on the secure website of MUNELLE DE VIE's authorized banking and credit institution.

6.2 Payment Apps:

Payment can also be made through approved payment applications, including Paypal, Alipay, Apple Pay (mobile), and Android Pay (mobile). These payment apps facilitate secure transactions, ensuring that no banking information of the Customer is transmitted via the www.munelledevie.com website. Financial transactions are managed by trusted partners, guaranteeing the security of the payment process.

6.3 Payment Validation:

Upon acceptance of the payment by the banking service, the order will be recorded and validated. The validation process signifies the acceptance of the payment and confirms the completion of the transaction.

7. Reservation of Ownership:

7.1 Ownership:

All Products offered by MUNELLE DE VIE shall remain the exclusive property of MUNELLE DE VIE until full payment of the price is received on our website, www.munelledevie.com. Ownership of the Products shall only transfer to the Customer upon receipt of the full payment.

7.2 Risk of Loss or Unsuccessful Delivery:

The Customer assumes the risk of any accidental loss or unsuccessful delivery associated with their order, including but not limited to delivery to the address provided at the time of the order. MUNELLE DE VIE shall not be held liable for any loss or unsuccessful delivery of the Products once they have been shipped to the designated address.

7.3 Exchanges:

In the event of an exchange, the value of the exchanged Products must be equal to or greater than the value of the original purchase. Any exchange that meets this requirement will be processed accordingly.

8. Terms and Conditions of Delivery:

8.1 Departure and Production Delays:

All products ordered through www.munelledevie.com will be dispatched within 3-5 business days from the date of order placement, unless otherwise specified. In the event of production delays, MUNELLE DE VIE shall promptly notify the customer regarding the occurrence and provide relevant information.

8.2 Pre-Order:

For orders indicated as "pre-order," an estimated time frame for product delivery will be provided. The estimated delivery period for pre-order items can range from 4 to 10 working days.

8.3 Customer Inquiries:

Should customers have any inquiries regarding shipping, handling, value-added tax (VAT), pre-order details, modifications, made-to-order items, or delivery timelines, they are required to contact us via email at info@munelledevie.com to seek information specific to their order.

9. Right of Withdrawal:

9.1 Parcel Returns and Refusal:

Any parcel returned beyond the prescribed timeframe shall be refused and returned to the sender. Additionally, MUNELLE DE VIE will not accept any parcels returned under cash on delivery shipping, irrespective of the reason. The sender bears all costs and risks associated with the return of Products.

9.2 Conditions for Exchange and/or Reimbursement:

For the customer service to accept an exchange and/or reimbursement, the Product must be returned in its original packaging, undamaged, with the label attached, in unused condition, accompanied by all accessories, along with a copy of the purchase invoice, to MUNELLE DE VIE BOUTIQUE - 910 S PEARL EXPY DALLAS, TX 775201 USA. The Customer is not obligated to provide reasons or pay penalties, except for the return costs.

9.3 Loss, Theft, or Damage of Parcels:

MUNELLE DE VIE cannot be held responsible in case of loss, theft, or damage to the returned parcel during transit.

9.4 Refusal of Parcels without Customer Identification:

Parcels that do not allow for the identification of the Customer (surname, first name, address, and return code) shall be refused.

9.5 Traceable Method for Returns:

All returns must be made using a traceable method such as UPS, FedEx, DHL, or return receipt requested. The tracking number must be provided to MUNELLE DE VIE.

10. Warranties:

10.1 Use of Products:

MUNELLE DE VIE shall reject any complaint concerning Products that have been used in a manner contrary to their intended use.

10.2 Complaints Regarding Products:

Any complaint pertaining to the Products, unrelated to the delivery process, must be submitted via email to info@munelledevie.com, followed by a written confirmation sent by registered letter with acknowledgement of receipt to the customer service at the address MUNELLE DE VIE BOUTIQUE - 910 S PEARL EXPY DALLAS, TX 775201 USA.

10.3 Repair or Manufacturing Faults:

For repair or manufacturing faults, customers can submit their request via email to info@munelledevie.com. If the request is accepted for repair, the Product should be shipped to the address MUNELLE DE VIE BOUTIQUE - 910 S PEARL EXPY DALLAS, TX 775201 USA.

10.4 Warranty Period:

The warranty period for Products is 30 days from the date of delivery.¹⁰
After-sales service and availability of spare parts

10.5 Any Product that can be technically repaired may be eligible for after-sales service, subject to payment of a fee. Customers seeking repairs must contact the customer service directly via email at info@munelledevie.com. In the event of a request for one or several spare parts, MUNELLE DE VIE will make reasonable efforts to accommodate its Customers.

11. Munelle De Vie Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from www.munelledevie.com (the "Site").

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time

zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
 - “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/ exit pages, and date/time stamps.
 - “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.
- Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers, debit cards, Zelle, cash app), email address, and phone number. We refer to this information as “Order Information.”

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information. **HOW DO WE USE YOUR PERSONAL INFORMATION?**

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to: Communicate with you;
Screen our orders for potential risk or fraud; and

When in line with the preferences you have shared with us, we provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve

and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Wix to power our online store--you can read more about how Shopify uses your Personal Information here: <https://www.wix.com/about/privacy>. We also use Google Analytics to help us understand how our customers use the Site--you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena,

BEHAVIOURAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

YOUR RIGHTS

If you are a European resident, you have the right to access the personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below. Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at munelledevie@gmail.com or by mail using the details provided below:

910 S PEARL EXPY, SUITE 1, DALLAS, TX, 75201, United States

12. Intellectual Property

All documents, information, texts, graphics, images, photographs, or any other content published on the website www.munelledevie.com (hereinafter referred to as the "Website") are the exclusive property of MUNELLE DE VIE. Therefore, they may not be reproduced, exploited, or used for any purpose whatsoever without the express authorization of the publication manager.

MUNELLE DE VIE is the sole owner of all intellectual property rights, excluding moral rights of authors, pertaining to the Products and distinctive trademarks and signs under which the Products are marketed.

The Customer acknowledges and unequivocally recognizes the intellectual property rights of MUNELLE DE VIE and undertakes not to infringe upon them in any manner whatsoever. Specifically, the Customer expressly agrees not to engage in the manufacture, sale, licensing, or marketing, directly or indirectly, for their own benefit or that of any third party, of the Products, imitations or reproductions of the Products, or the intellectual property rights and trademarks associated with the Products owned by MUNELLE DE VIE.

13. Force Majeure

"Force majeure" refers to all external unforeseeable and unavoidable circumstances that are beyond the reasonable control of the affected party.

In the event that MUNELLE DE VIE is hindered or delayed in fulfilling its commitments due to a force majeure event, MUNELLE DE VIE agrees to notify the Customer within 96 hours, providing precise details of the elements constituting the force majeure and the reasonably anticipated duration of the delay or prevention. MUNELLE DE VIE shall be released from liability for non-performance or delay in the performance of its obligations during the force majeure event but commits to make every reasonable effort to resume full performance without undue delay.

In the event of a force majeure situation, MUNELLE DE VIE may, at its discretion, choose to terminate the order or any part thereof, without incurring any liability, except for the obligation to reimburse the Customer for any amounts already paid. The Customer shall not rely on a force majeure event to release themselves, even temporarily, from the obligation to make a payment.

15. Governing Law and Disputes

In the event of any dispute arising, it shall be resolved in accordance with the applicable laws. However, it is important to note that disputes regarding accidental charges may be considered, subject to the policies outlined in Sections 7 and 8. Should the order be placed online, MUNELLE DE VIE retains the right to reject such disputes based on our policy.