

TERMS AND CONDITIONS OF SALE FOR THE SUBSCRIPTION

The present terms and conditions of sale for the Établissement public du château, du musée et du domaine national de Versailles (hereafter referred to as "EPV") define the rights and obligations of the parties in relation to any order for a Saint-Louis "Galerie des reines" gift set (hereafter "Set") made by a customer ("Customer").

A subscription may be made:

- Using the subscription form. Subscription forms must be submitted between June 1st and September 30th 2020 (the postmark serving as proof of this date). The EPV will not process any order received after this date.

- On the "www.galeriedesreines.chateauversailles.fr" Internet site (hereafter referred to as the "Site") between June 1st 2020 (midnight Paris time) and September 30th 2020 (23:59 hours Paris time). The Site's services are offered in both French and English.

Customers can contact the Customer Services Department at the following email address: galeriedesreines@chateauversailles.fr.

The products on sale are reserved for customers' personal use; any resale is strictly forbidden.

ARTICLE 1. ORDERING METHODS AND PRICE

1.1. Ordering methods

a. Ordering by subscription form

The customer orders one or more Set(s) by filling in the appropriate subscription form and sending it to the EPV at the following address: Château de Versailles – Agence comptable – RP 834 – 78008 Versailles Cedex – France,

or by handing it in at the following sales outlet:
The Librairie des Princes (Palace of Versailles)

The order will not be considered definite until payment has been received by the EPV. Any order implies full, unreserved acceptance of the present terms and conditions, which the Customer should indicate by ticking the corresponding box on the subscription form.

b. Ordering via the Internet site

After confirming the contents of the order, the Customer should validate it by making the corresponding payment. The order will not be considered definite until payment has been received by the EPV. Any order implies full, unreserved acceptance of the present terms and conditions, which the Customer should indicate by ticking the corresponding box before confirming the contents of their order.

1.2. Price

The total cost of the order, including delivery, will be shown:

- on the subscription form, after calculation by the customer
- online, before payment is made for the order. In the case of online orders, once the order has been validated, the price and delivery charges will remain accessible on the Customer's "My account" page on the Internet site.

The EPV reserves the right to modify the price of the Set at any time, but any Sets ordered will be invoiced on the basis of the prices shown at the time that the order is registered.

For any order or delivery made outside France, the Customer will be responsible for all fees, taxes and duties that may be due thanks to the application of local law, and will be expected to deal with any related formalities and declarations. Customers are requested to obtain information on these aspects from local authorities.

ARTICLE 2. PAYMENT - CONFIRMATION OF ORDER

2.1 Subscription form orders

For any order made using the subscription form, the Customer may pay using one of the three following methods:

- by cheque payable to "L'Agent comptable de l'EPV"
- by bank transfer made out to "Saint-Louis – Galerie des reines"

IBAN : FR76 1007 1780 0000 0010 0398 661

BIC : TRPUFRP1

- By bank card by calling the following telephone number:
+ 33 (0)1 30 83 78 39

Where the Customer chooses to pay by cheque, he/she must include it with the subscription form and either:

1. send them both to the following address: Château de Versailles – Agence comptable – RP 834 – 78008 Versailles Cedex – France, or
2. Hand them in together at: the Librairie des Princes (Palace of Versailles)

Customers who deposit their order at the Librairie des Princes will sign a register to prove that they have actually made the payment.

The Customer's bank account will be debited as soon as the cheque or bank transfer is received or directly by credit card, the order being considered effective after confirmation of agreement between the banks. The EPV will systematically confirm each Customer's order by email or letter. A copy of this proof of the transaction will be conserved by the EPV for a period of five years, or more if required by current law. The EPV will archive this proof on a reliable, durable medium constituting a faithful copy in accordance with the provisions of Article 1379 of the French Civil Code and of Decree n°2016-1673 dated 5 December 2016. The Parties will consider subscription forms to be proof of communications, orders, payments and transactions made between them.

2.2 Online subscriptions

At the time of writing the following cards are accepted: CB, Visa, MasterCard, JCB and American Express. The payment service provider is MERCANET, a secure online payment service operated by BNP. MERCANET's headquarters are at 16 Boulevard des Italiens, 75009 PARIS and it is registered at the Paris Register of Commerce and Companies under the number 662 042 449.

The Customer's bank account will be debited as soon as the order is validated, the order being considered effective after confirmation of agreement between the banks.

The Customer guarantees that he/she is fully authorised to use the payment card employed to pay for the order and that the card is backed by sufficient funds to cover all the costs resulting from the use of the Site's services.

The EPV will systematically confirm each Customer's order by email. The Customer can print the order confirmation as proof of the transaction. A copy of this proof of the transaction will be conserved by the EPV for a period of five years, or more if required by current law. MERCANET will archive this proof on a reliable, durable medium constituting a faithful copy in accordance with the provisions of Article 1379 of the French Civil Code and of Decree n°2016-1673 dated 5 December 2016. The Parties will consider computerised registers to be proof of communications, orders, payments and transactions made between them.

2.3 Securing of online payments on the Site

The Site benefits from the best possible security systems available today. It uses MERCANET's SSL (Secure Socket Layer) encryption procedure and has strengthened all the jamming and encryption procedures in order to protect as efficiently as possible all sensitive data related to means of payment. The EPV never has access to confidential information relating to Customers' means of payment. BNP PARIBAS alone will hold confidential information (card number, expiry date) which will be inaccessible to third parties.

ARTICLE 3. DELIVERY/COLLECTION FROM SHOPS

Customers may choose:

1. either to have Sets delivered to their place of residence (delivery charges set out below), or
2. to collect their set(s) from one of two delivery points:

- Boutique Saint-Louis, 13 rue Royale, 75008 Paris
- Librairie des Princes – Court of Honour, Palace of Versailles
Once orders have been registered, no change may be made to the delivery method.

3.1. Delivery to Customer's address

Delivery will be made from October 15th to December 15th 2020 at the latest, since Sets will only be manufactured in response to Customer orders.

The EPV will deliver parcels throughout mainland France, to French overseas departments and territories, to Monaco, Corsica and overseas. Sets will be delivered to the delivery address provided by the Customer on the subscription form or when the order is placed on line. When a package leaves the warehouse, it is sent by La Poste as a "Colissimo" parcel.

When a parcel is sent to a Customer's address, the Customer will be informed, by email or letter, not only that the parcel has been dispatched, but also:

- that an original of the invoice including delivery charges and VAT is accessible on line on the Site on the page "My Account" and that a printout of the invoice will be sent with the parcel along with the withdrawal form.

- the tracking number of the parcel.

Parcels sent by Colissimo may be tracked on the site www.colissimo.fr

Delivery charges are as follows:

Mainland France and Corsica: €20

European Union: €40

Elsewhere: €60

The customer undertakes to take delivery of the products ordered at the delivery address indicated on the subscription form or the order confirmation email.

The Customer MUST sign and date the delivery note if the transporter so requests. The signed, dated note represents proof of delivery. If the Customer is absent, the transporter will advise him/her of the period within which the parcel can be collected.

3.2 Collection from a shop

It will also be possible for Customers to collect their orders from one of the two following places, at no additional cost:

- Boutique Saint-Louis, 13 rue Royale, 75008 Paris,

(collection possible from October 15th to December 15th 2020).

- Librairie des Princes – Court of Honour of the Palace of Versailles **(from October 15th to December 15th 2020).**

Customers will be informed by email, letter or telephone of the date when their order is ready for collection from their chosen collection point as well as the relevant opening hours.

The Customer will receive a letter containing:

- an order confirmation

- two originals of the invoice including details of the VAT

- the withdrawal form.

In order to collect their order, the Customer will have to present:

- proof of identity

- the email or letter confirming the order

- **2 copies** of the invoice relating to the order.

The Customer may also nominate a trustworthy person to collect the order on his/her behalf. The nominee must bring proof of their own identity, a photocopy of proof of the Customer's identity and the email or letter confirming the order. The Customer will be given back a signed and dated copy of the invoice proving that the order has been collected. The Customer must keep this copy in case of any subsequent dispute.

3.3. Delays to delivery

In accordance with Article L216-2 of the French Consumer Code, if the Customer does not receive the order within the period stated on the subscription form or at the "delivery" stage of an online order,

he/she should contact the Customer Services Department at the email address galeriedesreines@chateauversailles.fr in order to request the EPV to make the delivery within a reasonable time. The EPV's Customer Services Department will then make enquiries of the transporter and inform the Customer of the outcome.

• If the parcel is found, it will be sent to the Customer and the reception procedure will continue as normal (the transporter will deliver the parcel or leave a note in the absence of the Customer)

• if the parcel is declared lost, the EPV will inform the Customer within 48 hours of the latter's request for information.

The Customer then has two options:

- within the limit of available stocks, the EPV may offer to send the Customer a product identical to that which had been ordered, as soon as possible. The EPV will cover the delivery costs of this product. This replacement parcel will contain a renunciation form by virtue of which, if the Customer receives the original parcel after delivery of the replacement, he/she undertakes to send the unopened set(s) from the original parcel back to the EPV. The EPV will reimburse the Customer for the cost of sending the original parcel back by bank transfer using the bank details provided by the Customer when the original parcel was ordered.

- The Customer can request the Customer Services Department to cancel his/her order by writing to the address galeriedesreines@chateauversailles.fr. The order will be considered to be cancelled as soon as the EPV receives the email. The Customer will be reimbursed for both the total cost of the order and the delivery charges, by bank transfer or by re-crediting the card used when ordering under the following conditions. Following such a reimbursement, the EPV will send the Customer a waiver form whereby the Customer undertakes that, if he/she ever receives the set originally ordered, he/she will return it to the EPV. The EPV will reimburse the Customer for the cost of sending the original parcel back by bank transfer using the bank details provided by the Customer when the original parcel was ordered.

In accordance with Article L216-3 of the French Consumer Code, the EPV will reimburse the Customer the cost of the Set(s) ordered and the delivery charges at the latest within 14 days of the cancellation of the order. This reimbursement may be increased in accordance with the conditions set out in Article L241-4 of the Consumer Code: *"When the supplier has failed to reimburse the whole sum paid by the consumer under the conditions set out in Article L. 216-3, this sum may by law be increased by 10% if the reimbursement is made no later than 30 days after the due date, by 20% up to 60 days and by 50% after 60 days."* Moreover, it should be recalled that in the event that the Customer has expressly informed the EPV that the date marking the end of the delivery period was an essential condition of the order (such essential condition resulting from the circumstances surrounding the conclusion of the contract or from an express request from the consumer before the conclusion of the contract), the Customer will have the opportunity to cancel the order immediately in the event of late delivery.

3.4 Delivery made

It should be recalled that Article L216-4 of the Consumer Code states that any risk of loss or damage of the products ordered is transferred to the consumer at the time when the latter, or a third party designated by him who is not the transporter used by the supplier, takes physical possession of those goods.

ARTICLE 4. COOLING-OFF PERIOD

The following provisions comply with the conditions set out in Article L221-5 of the French Consumer Code.

4.1. Scope

In accordance with the provisions of Article L221-18 of the Consumer Code, Customers have a cooling-off period of 14 clear days starting from the date of acceptance or collection of their order, without being required to give a reason or to pay any penalties. Only the charges set out in Article 4.3 will remain payable by the Customer. This period starts from the acceptance or collection of the parcel by

the Customer.

4.2. Procedure

Within 14 days of accepting the parcel or collecting it from a shop, the Customer may exercise his/her right to a cooling-off period:

- either by writing a completely unambiguous letter on plain paper and sending it to the following address:

Château de Versailles – Direction de la Communication –

1 rue de l'indépendance américaine – 78000 Versailles – France

- or by using a form specifically intended for this purpose and available:

- at the end of the present terms and conditions of sale

- on the site www.galeriedesreines.chateauversailles.fr (tab “My account/product returns”)

- in the letter confirming the order for Customers having chosen to collect their order from a shop

- in the parcel for Customers having chosen delivery to their home address

- Within the period of 14 days following the communication of their decision to take advantage of the cooling-off period, the Customer must send the Set(s) unopened and unused and in its/their original packaging, to the following address:

Château de Versailles – Direction de la Communication –

1 rue de l'indépendance américaine – 78000 Versailles – France

No request to take advantage of the cooling-off period may be made at the Librarie des Princes or at the Saint-Louis boutique. For any request, the Customer should contact the Palace of Versailles Customer Services Department at the following address:

galeriedesreines@chateauversailles.fr.

4.3. Reimbursement

The return of the Set(s) will lead to a reimbursement equal to the sums paid by the Customer, i.e. the purchase price of the product(s) and the delivery charges.

It is however understood that the following charges will remain payable by the Customer

- The cost to the Customer of returning the parcel to the EPV when the Customer has chosen to exercise his/her right to benefit from the cooling-off period,

- Any other supplementary charges.

The Customer will be reimbursed within 14 days of the parcel being received by the EPV. The reimbursement will be made by bank transfer or by re-crediting the card used when ordering.

If there is a delay in making this payment, and in accordance with Article L242-4 of the French Consumer Code, the EPV will have to apply the following late-payment penalties:

- 0 to 10 days late: interest at the legal rate

- From 11 to 20 days late: +5%

- From 21 to 30 days late: +10%

- From 31 to 60 days late: +20%

- From 61 to 90 days late: +50%

- Eand then +5 points per month of delay up to the price of the product, followed by a return to the legal rate of interest

ARTICLE 5. GUARANTEES

5.1. Legal guarantee of compliance

In accordance with Articles L217-4 et seq. of the French Consumer Code, in the event that a non-compliant product is delivered, the EPV undertakes, in accordance with the Customer's choice, either to reimburse the price of the product or to exchange the product for an identical one while stocks last. All the delivery and return charges will be paid by the EPV.

For any request of this type, the Customer must contact the Customer Services Department at the address galeriedesreines@chateauversailles.fr or by using the form on the “contact” tab of the site www.galeriedesreines.chateauversailles.fr. The Set(s) must then be returned unused and with all their original packaging, accompanied by the return form on the delivery note included in the parcel or at the end of the present terms and conditions of sale, to the

following address:

Château de Versailles – Direction de la Communication –

1 rue de l'indépendance américaine – 78000 Versailles – France

These conditions are not exclusive of those relating to the cooling-off period defined in Article 4 above.

No request to return or exchange the goods may be made at the Librarie des Princes or at the Saint-Louis boutique.

5.2. Guarantee against hidden defects

In accordance with Articles 1641 et seq. of the French Civil Code, in the case where a product containing hidden defects is delivered, the EPV undertakes, in accordance with the Customer's choice, either to reimburse the price of the product or to exchange the product for an identical one while stocks last. All the delivery and return charges will be paid by the EPV.

For any request of this type, the Customer must contact the Customer Services Department at the following email address: galeriedesreines@chateauversailles.fr or by using the form on the “contact” tab of the site www.galeriedesreines.chateauversailles.fr. The Set(s) must then be returned unused and with all their original packaging, accompanied by the return form on the delivery note included in the parcel or at the end of the present terms and conditions of sale, to the following address:

Château de Versailles – Direction de la Communication –

1 rue de l'indépendance américaine – 78000 Versailles – France

These conditions are not exclusive of those relating to the cooling-off period defined in Article 4 above.

No request to return or exchange the goods may be made at the Librarie des Princes or at the Saint-Louis boutique.

5.3. Exclusion from guarantee

Any product that has been modified, repaired or integrated into another object by the Customer or any other person unauthorised by the supplier of the said product is excluded from this guarantee. The guarantee does not cover products damaged due to consumption or inappropriate use by the Customer.

ARTICLE 6. RESPONSIBILITIES

In accordance with Article L221-15 of the French Consumer Code the EPV is fully responsible with respect to the Customer for the correct execution of the obligations resulting from the order, whether such obligations be carried out by the EPV itself or by other service providers chosen by it, without prejudice to its right of recourse against the said service providers.

However, it may be exonerated of all or part of its responsibility if it can prove that the failure to execute or the poor execution of the contract is attributable to the Customer, or to the unforeseeable and unavoidable act of a third party to the contract, or to a case of force majeure.

ARTICLE 7. MODIFICATION TO THE TERMS AND CONDITIONS OF SALE

The EPV reserves the right to modify the present terms and conditions of sale at any time. Any new version of these conditions will be the subject of prior notification on the first page of the “Contact” section. In case of modification, the applicable terms and conditions of sale will be those in force on the day upon which the order is made.

ARTICLE 8. PERSONAL DATA

The Palace of Versailles processes data with the objective of managing and monitoring orders and their delivery and payment and of managing customer relations.

The Customer must register prior to making an order or when making an order on the site. Data items marked with an asterisk are mandatory: in their absence, the Customer's request cannot be processed.

The information entered allows, where required, communication by email providing information about this offer and other commercial operations by the online shop or about the programme, news and

offers relating to the visit of the Palace of Versailles. In this context, the legal basis for processing the Customer's personal data is either contractual, when it involves the management of his/her order, or based on the Customer's consent when it involves his/her registration for the sending of information. The data will be conserved for three years (ten years for invoice-related data) and are intended for the Palace of Versailles and its partners, where appropriate. In accordance with the "Information Technology and Liberties" law dated January 6 1978 (as amended) and European Regulation 2016/279 dated April 27th 2016, known as the "General Data Protection Regulation", the Customer has a right to access to and rectification, restriction, portability and erasure of his/her data. A Customer wishing to exercise these rights should send an email to the following address: donneespersonnelles@chateauversailles.fr, or a letter to Château de Versailles – Direction de la Communication – 1 rue de l'indépendance américaine – 78000 Versailles – France, accompanied by a copy of a proof of identity. Finally, the Customer has the right to make a complaint to the CNIL (French National Commission on Information Technology and Liberty), the controlling authority responsible for compliance with obligations in relation to the protection of personal data.

ARTICLE 9. MISCELLANEOUS

9.1. In the event that any of the terms in these terms and conditions should be considered illegal or unenforceable by a decision of justice, the other provisions will remain in force.

9.2. In application of Articles 1366 et seq. of the French civil Code and, if applicable, Article L.110-3 of the French Commercial Code, the information provided on the Site or on the subscription form is admissible between the parties. Information delivered by the EPV's

computer systems is considered to have the validity accorded to an original, meaning a written paper document signed by hand.

9.3. Failure by the Customer to comply with the obligations that form part of the present General Conditions of Sale, and in particular in respect of any incident relating to the payment for an order, may lead to the cancellation of that order when it has been made via the subscription form or, for orders made using the Site, the suspension of access to the Site's services or the closure of the Customer's account depending on the gravity of the incident, without prejudice to any damages and interests that may be claimed by the EPV. As a consequence, the EPV reserves the right to refuse any further order from a Customer with whom such a dispute exists.

9.4. The intellectual property rights attached to the Products being sold are, and remain, the exclusive property of SAINT-LOUIS. With the exception of provisions to the contrary to the benefit of the EPV, all rights of exploitation are exclusively reserved to it. Under these conditions, no one is authorised to reproduce, exploit, disseminate or use for any reason whatsoever, even partially, the intellectual property rights of SAINT-LOUIS without its prior written agreement. The trademarks and logos SAINT-LOUIS and CHÂTEAU DE VERSAILLES are registered trademarks. As a consequence, any unauthorised reproduction will be considered to be a counterfeit.

ARTICLE 10. APPLICABLE LAW

The present terms and conditions of sale will be executed and interpreted in accordance with French law. In the event of any dispute, the Customer should initially contact the EPV in order to reach an amicable solution. In the absence of an amicable solution, the French courts alone will be competent.

DETACHABLE FORM FOR RETURNS (ARTICLE 5) OR TO EXERCISE THE RIGHT TO THE COOLING-OFF PERIOD (ARTICLE 4)

For the attention of:
Château de Versailles – Direction de la Communication –
1 rue de l'indépendance américaine – 78000 Versailles – France

I hereby notify:
- My desire to return the undermentioned product in application of Article 5 and request

- an exchange
- a reimbursement

Reason for return:

my request to withdraw from the contract (Article 4) concerning the sale of the undermentioned goods:
«Galerie des reines» Set (Saint-Louis)

Quantity:

Ordered on:/...../.....

Received or collected on:/...../.....

Order number:

Customer name and address:

User's address:

Email address:

Telephone number

For any request for reimbursement, please send details of your bank account (IBAN/BIC/name of bank/name of account-holder)

Date and signature:

The Palace of Versailles processes data with the objective of managing and monitoring orders and their delivery and payment, and managing customer relations. The Customer must register prior to making an order or when making an order on the site. Data items marked with an asterisk are mandatory: in their absence, the Customer's request cannot be processed.

The information entered allows, where required, communication by email providing information about this offer and other commercial operations by the online shop or about the programme, news and offers relating to the visit of the Palace of Versailles. In this context, the legal basis for processing the Customer's personal data is either contractual, when it involves the management of his/her order, or based on the Customer's consent when it involves his/her registration for the sending of information. The data will be conserved for three years (ten years for invoice-related data) and are intended for the Palace of Versailles and its partners, where appropriate. In accordance with the "Information Technology and Liberties" law dated 6 January 1978 (as amended) and European Regulation 2016/279 dated 27 April 2016, known as the "General Data Protection Regulation", the Customer has a right to access to and rectification, restriction, portability and erasure of his/her data. A Customer wishing to exercise these rights must send an email to the following address: donneespersonnelles@chateauversailles.fr, or a letter to Château de Versailles – Direction de la Communication – 1 rue de l'indépendance américaine – 78000 Versailles – France, accompanied by a copy of a proof of identity. Finally, the Customer has the right to make a complaint to the CNIL (French National Commission on Information Technology and Liberty), the controlling authority responsible for compliance with obligations in relation to the protection of personal data.