

GENERAL TERMS AND CONDITIONS OF SALE

1. SCOPE

1.1 These general terms and conditions of sale (the “**General Terms**”) govern and shall be applied to all sales agreements concerning Furla branded products (the “**Products**”) concluded through Furla e-commerce available at www.furla.com (the “**Website**”) between Furla S.p.A., with registered office at Via Bellaria 3/5, San Lazzaro di Savena (BO), 40068, VAT No. 00610091209, Tax Code and Company Registration No. 03292800376 (“**Furla**” or the “**Company**”) and the customer, identified as a consumer pursuant to the Australian consumer legislation (the “**Customer**”). Furla and the Customer are hereinafter jointly referred to as the “**Parties**” and individually as a “**Party**”.

1.2 The Customer is required to read carefully these General Terms. By making a purchase through the Website, the Customer accepts these General Terms and undertakes to comply with them. If the General Terms are not accepted, the Customer shall not be permitted to purchase any Products. The General Terms are freely downloadable and printable from the web page they are displayed on. Accordingly, the Customer is invited to print and save a copy of the General Terms for future consultation.

1.3 The General Terms do not govern the provision of services or the sale of Products by entities other than Furla, even if available on the Website via links, banners or other hypertext links.

1.4 For information on the processing by Furla of the Customer’s personal data, Furla’s privacy policy may be consulted by clicking [here](#).

1.5 Furla can always be contacted at the following email address customercare@furla.com.

2. CUSTOMER REQUIREMENTS

2.1 The purchase of the Products through the Website is strictly reserved to individuals who:

(i) at the time of purchase are located within the territory of Australia (the “**Territory**”) or, although not located within the Territory, have chosen the Territory as delivery place of the Products purchased through the Website;

(ii) have legal capacity and have attained the age of 18 years in their country of residence; and

(iii) purchase the Products for personal use and not for business, entrepreneurial or professional purposes.

2.2 Furla reserves the right not to accept or process any order of Products placed through channels other than the Website or by an individual who does not meet the requirements indicated in the preceding paragraph.

3. PURCHASE AGREEMENT

3.1 The submission of a purchase order by Customer through Website functionality (the **“Order”**) constitutes acceptance of Furla’s offer to the public through its Website and therefore the receipt of the Order by Furla constitutes the execution of a binding purchase agreement for the Products selected by Customer, which shall be fully governed by these General Terms (the **“Purchase Agreement”**).

3.2 Before submitting any Order, the Customer must review it to verify that the selected Products and all the data provided are correct (for example, the Customer at this stage, can change the quantity of Products intended to be purchased by adding or deleting one or more of them from the Shopping Cart) and confirm the accuracy of the Order as well as take note of its obligation to pay the amounts due under the Order by checking the appropriate box.

3.3 Once an Order has been submitted, Furla will send the Customer an email confirming receipt of the Order (at the latest, within 3 days of receipt) with the number and details of the Order that has been placed (**“Order Confirmation”**). Subsequently, the Company will inform the Customer that the Order is being shipped (**“Shipment Confirmation”**).

3.4 The Customer must keep the Order number indicated on the Order Confirmation to access the support service and for any other communication with Furla regarding the Order.

4. PRODUCT AVAILABILITY

4.1 The Customer may purchase a maximum of 5 (five) items per each Product and a maximum of 5 (five) different Products. Accordingly, each Order may contain a maximum of 25 (twenty-five) Products, subject to Furla stock availability. All information about the Product will be available on the Product page on the Website.

4.2 Furla constantly monitors and updates the stock availability of Products displayed on the Website, however, since the Website may be visited by several Customers at the same time, it may be the case that several Customers intend to purchase or indeed purchase the same Product at the same time. In such cases, the Product, even if it is indicated as available for a short period of time, may in fact be out of stock or no longer available.

4.3 If a Product becomes unavailable for whatever reason at any time, even after the Order Confirmation, Furla will contact the Customer using the contact details provided in the Order.

4.4 In the case of unavailability of the Products, the Order will be cancelled with respect to the Products which are not available, and Furla will reimburse the Customer for the Price of the unavailable Products and for any shipping costs incurred by the Customer only in case of cancellation of the Order in its entirety.

5. PURCHASING PROCEDURE

5.1 To purchase a Product through the Website, the Customer can create and/or access its own account via the reserved area on the Website, or, alternatively, place an Order as a guest, without creating an account. When making a “guest” purchase, the Customer must correctly fill out the fields of the relevant form on the Website, entering all the data required to execute

the Purchase Agreement (including name, surname, billing and delivery address, email address and telephone number).

To this end, it is essential that the data recorded is always up to date. As such, the Customer undertakes to update his/her recorded data in a timely manner so that it remains up to date, complete and accurate. The Customer therefore undertakes to safeguard his/her Website login details with the utmost care and to not disclose these to third parties for any reason. By logging in to the Website with his/her details, the Customer shall assume all responsibilities linked to his/her actions. Furla shall not, in any way, be responsible for the disclosure of Website login details by the Customer to third parties and/or for the use of such details by third parties other than the Customer.

Should the Customer need to report misuse of his/her personal data or any other security violation that he/she becomes aware of, or should he/she have reason to believe that a third party is using his/her Website login details without authorisation, he/she can report this to Furla by filling in the following [abuse form](#).

The Customer must inform Furla, in a timely manner, of any unauthorised use of his/her username and/or password by filling in the aforementioned abuse form.

In the aforementioned cases, Furla, after informing the Customer with a reasoned notice, reserves the right to suspend or terminate the Customer's access to the Website.

The Customer is responsible for the veracity of data provided through the Website and for the safeguarding of his/her Website login details, as well as for all actions carried out during their use.

In this regard, it should be noted that Furla is not—and shall not be—responsible for loss or damage caused by the violation of security obligations by the Customer, nor for any damage caused by the Customer's actions or omissions.

The Customer may, at any time, change his/her password by following the instructions provided by the system. In the event of false, inaccurate, outdated or incomplete information and where there are reasonable grounds to suspect the accuracy of the data provided, Furla, after informing the Customer, reserves the right to suspend or block access using the Customer's login details and to deny the Customer current or future use of the Website.

The creation of multiple accounts for the same user is strictly prohibited.

5.2 A description and the essential characteristics of Products, including details and composition, fit, colours and colours description (e.g., reflection and nuances), measurements and sizes (where applicable) and other information aimed at describing the Product together with Price, maximum number of Products that can be purchased, taxes, charges and shipping costs (where applicable), are presented on the Website and/or in the Shopping Cart within each Product specification, together with one or more photographic images in digital format.

5.3 Although Furla makes every effort to ensure that photographs displayed on the Website are faithful reproductions of the original Products, the images and colours of Products offered for sale on the Website may not be a perfect representation of the real characteristics of the Product, due to the browser and/or other devices used to access the Website. To the maximum extent permitted by law, Furla is not responsible for any inadequacy of the graphic representations of Products displayed on the Website if caused by the said technical limitations.

5.4 Furla reserves the right to remove any Product from the Website at any time and/or delete or modify any material or content on the Website. Furla therefore disclaims any liability to Customers or third parties for the removal of any Products from the Website.

5.5 To place an Order, the Customer selects the Product of interest displayed on the Website and places it in the virtual shopping cart (the “**Shopping Cart**”).

5.6 Before completing the purchase, the Customer must verify the accuracy of the contents of the Shopping Cart, enter any promotional code valid for the Website in the relevant section and accept the General Terms. The promotional code – if valid – will be immediately applied to the amount displayed in the Shopping Cart and Checkout. The Customer will then be asked to select the payment method, indicate the billing address, select the unique shipping method and specify the shipping address, if different from the billing address.

6. PRICE AND PAYMENT METHOD

6.1 The price of the Products in Australian Dollars (AUD) and inclusive of GST (the “**Price**”) as indicated on the Website is net of shipping costs which will be added and specified separately at the check-out phase.

6.2 Furla reserves the right to change the Price at any time and without prior notice. It is understood that a change in the Price of a Product does not affect Orders already placed and accepted.

6.3 The payment methods for the Price and the shipping costs available to the Customer are:

- (i) credit card (i.e. American Express, Diners Club, JCB, Maestro, Mastercard, Visa); and
- (ii) Paypal, Apple Pay, Alipay, WeChat Pay, Klarna, Afterpay.

6.4 During the payment process, banks may require additional authentication of the payment (i.e. “Verified by Visa”, “MasterCard Secure Code”, AMEX SafeKey”). Under no circumstances may Furla be held liable for payment errors occurring with a third-party payment service as a result of the absence of a customer connection, or for direct and/or indirect damage which, for any cause and/or reason, the Customer may suffer as a result and/or consequence of suspensions and/or interruptions in the functioning of the banking institution’s website (including cyber-attacks).

6.5 Should it be impossible for any reason to charge the amount due by the Customer, the purchase process will be automatically cancelled, and the Order will not be submitted to

Furla. Following any failure to conclude the Purchase Agreement, Furla shall have no obligation to deliver any Product to the Customer and the Customer shall not be entitled to claim payment of any indemnity and/or damages.

6.6 The receipt concerning the purchase of Products will be available to the Customer and downloadable from the "My Order" Website section upon receipt of the Shipment Confirmation.

7. SHIPPING COST AND PRODUCTS DELIVERY

7.1 Products purchased will be delivered to the Customer to the delivery address indicated by the Customer in the Order.

7.2 Shipping costs shall be borne by Furla or by the Customer depending on the Order value. Shipping costs will entirely be supported by FURLA with regards to Orders whose value (Price) is equal or exceeding AUD 800.00 while for Orders whose value is less than AUD 800.00 Customer will be required to pay a shipping fee of AUD 30.00.

7.3 Furla will use reasonable endeavours to ensure that Products delivery will take place within 6/7 working days from the receipt of the Shipment Confirmation.

7.4 It is expressly recognized and accepted that the delivery times indicated above are purely indicative and that Furla will not be liable for any late or delayed deliveries for reasons beyond its reasonable control. After receiving the Shipment Confirmation, the Customer will be able to monitor the shipment's status from the reserved area on the Website and/or via the shipment tracking code provided in the Shipment Confirmation.

7.5 When the courier delivers the Products, the Customer (or her/his representative, or another person designated by the Customer) must verify: (i) the accuracy of the addressee's details specified on the delivery receipt; and (ii) the integrity of the packaging and seals.

7.6 Furla reserves the right not to deliver Products to addresses in the Territory that Furla knows or reasonably assumes that correspond to: (i) post boxes; (ii) public or hotel facilities, airports and/or ports; (iii) individuals and/or entities providing shipping services outside the Territory. In this case, the Order will be cancelled and the Price and any shipping costs incurred shall be reimbursed to the Customer.

8. RISK AND OWNERSHIP

8.1 Ownership of the Products will be transferred to the Customer upon payment of the Price, while the risk of loss or damage of the Products shall be borne by Furla until the Products are delivered to Customer.

9. WARRANTY

9.1 Nothing in these General Terms will be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any right or remedy implied by the Australian Consumer Law (**ACL**) including the consumer guarantees, and which by law cannot

be excluded, restricted or modified, even if another term of these General Terms could otherwise suggest that this might be the case.

9.2 Without limiting any rights you may have under applicable law, Products purchased through the Website are covered by Furla product liability (the “**Warranty**”).

9.3 Without prejudice to the above, Furla undertakes to deliver to the Customers Products that are in conformity with the Purchase Agreement. Where Products are defective and/or do not conform to the promised quality, the Customer must notify Furla of becoming aware of the situation by completing the appropriate form (available [here](#)). No notification is required if Furla has acknowledged in writing the existence of the defect. If a Product is defective and/or does not meet the promised quality, the Customer's rights are also governed by the statutory provisions (including the ACL).

9.4 Without limiting any other rights, Customer may have under applicable law (including a longer warranty under the ACL), the Warranty is valid for 3 (three) years as of the date of delivery of the Product.

9.5 If Furla ascertains that the Product is defective or non-compliant, the Customer shall be entitled to have the Product rendered compliant by requesting, free of charge, the repair or replacement of the Product, unless the remedy sought is objectively impossible or excessively onerous (considering the value of the Product and the extent of the defect). Furla will repair or replace the defective Product within a reasonable time.

9.6 Where repair or replacement of the Product is impossible or excessively onerous, the Customer may request a reasonable reduction in the Price or terminate the Purchase Agreement and obtain the refund of the Price. Further statutory rights, such as those under the ACL, remain unaffected for the Customer.

9.7 Furla shall bear the cost of returning defective and/or non-compliant Products for repair or replacement in accordance with this clause, and the cost of delivery of the repaired or replacement Product to Customer.

9.8 “Furla” branded Watches & Jewellery are subject to special conformity warranty conditions, which can be consulted [here](#).

Without prejudice to the provisions set forth in the preceding paragraphs of this Article, watches bearing the “Furla” trademark may benefit from an additional conventional (manufacturer’s) warranty offered by the manufacturer. The terms, duration, and activation procedures of such conventional warranty are available [here](#).

10. FORCE MAJEURE

10.1 Furla shall not be liable for any failure or delay in the performance of any of its obligations under the Agreement and/or these General Terms caused by events beyond its reasonable control, such as – but not limited to – strikes, lockouts or other industrial actions, civil insurrection, invasion, terrorist attack (including threatened attack), wars (whether

declared or not) or threats of war, fire, explosion, storms, floods, earthquakes, subsidence, epidemics, pandemics or other natural disasters, inability to use railways, maritime transport, aircraft, motor transport or other public or private means of transport, the impossibility of using public or private telecommunications networks, acts, decrees, rules, regulations or limitations imposed by governments and/or public authorities (“**Force Majeure Event** ”).

10.2 If a Force Majeure Event occurs, Furla’s obligations under these General Terms and/or under any Purchase Agreement will be suspended for the entire duration of the Force Majeure Event. Furla undertakes to inform the Customer of the occurrence of any Force Majeure Event without undue delay and in all cases within 14 (fourteen) days of its occurrence. This provision applies without prejudice, in all cases, to the Customer’s right of return pursuant to Article 11 below.

11. RIGHT OF RETURN

11.1 Without prejudice and in addition to rights which the Customer has in respect of any defective Products, the Customer may return a Product for any reason within 30 (thirty) calendar days of the delivery of the Product and obtain a refund of the Price. Other than where a Product is defective as set out in clause 9 or as otherwise provided by the ACL, returns will not be allowed and accepted: (i) after 30 calendar days following delivery of the Products; (ii) for on sale Products (iii) for off-price (Outlet) Products (iv) for Products received as a gift; and (v) for personalized Products

11.2 In order to exercise the right of return within 30 (thirty) calendar days of delivery, the Customer must complete the relevant request form (available [here](#)), indicating the order number and email address through which the purchase was made and the Product and/or Products to be returned. The Customer must be able to provide proof of purchase to exercise the right of return.

11.3 Furla will confirm the return via email to the email address provided by the Customer, without undue delay and in any case within 48 hours of receipt of the request. Furla will also provide the Customer with a prepaid return label, should the Customer use the courier selected by Furla (the “**Selected Courier**”). In such a case the return will be free of charge for the Customer. On the contrary, if the Customer uses a courier other than the Selected Courier then the Customer must pay all shipping costs.

11.4 The Product must be returned without undue delay and in any case within 30 (thirty) days of the date the Customer informs Furla of its decision to return the Products. The 30-days term is considered as respected if the Products are provided to the applicable courier within this timeframe.

Products must be returned:

(i) with original wrapping and labelling (including boxes, accessories, tags, nameplates, labels and dust bag);

(ii) without having been used, washed or damaged; and

(iii) in their entirety. The return of individual parts of the Product (e.g. buckles, laces, etc.) is not allowed.

11.5 Regardless of the courier used, all risks of loss, damage and/or destruction of the returned Products shall be borne by the Customer until the delivery to Furla. Following Furla check of the returned Products, Furla shall send the Customer an email confirming acceptance of the return (the “**Return Confirmation**”).

11.6 Following the Return Confirmation, Furla shall reimburse the Price paid by the Customer, without undue delay and in any case within 14 (fourteen) days of the Return Confirmation. The Customer shall receive the applicable refund amount by the same method of payment the Customer used to make the payment.

12. INTELLECTUAL PROPERTY

12.1 Furla guarantees the authenticity and high quality of all the Products offered for sale through the Website. All intellectual property rights (purely by way of example, the “Furla” trademarks, both denominative and figurative) on or relating to the Products, accessories, and packaging are and shall remain the exclusive property of Furla.

12.2 The Customer shall not acquire any rights to Furla’s intellectual property by reason and effect of the Purchase Agreement and/or these General Terms. The total or partial reproduction, modification, alteration, or any other use of Furla’s intellectual property rights without Furla’s prior written consent is strictly forbidden.

13. DISCLAIMERS AND LIMITATION OF LIABILITY

13.1 Except as expressly provided in these General Terms and to the extent permitted by the applicable law (including the ACL), Furla expressly disclaims all warranties, express or implied, including, without limitation, warranties of merchantability, fitness for a particular purpose, or non-infringement.

13.2 TO THE EXTENT PERMITTED BY THE APPLICABLE LAW (INCLUDING THE ACL), FURLA’S LIABILITY UNDER THE GENERAL TERMS WILL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY THE CUSTOMER FOR THE PRODUCT PURCHASED THROUGH THE WEBSITE GIVING RISE TO SUCH LIABILITY, NOR WILL FURLA UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY DIMINUTION IN VALUE, COSTS OF REPLACEMENT GOODS, OR INDIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES OR LOSSES OF ANY KIND.

14. PERSONAL DATA

14.1 Customer personal data collected by Furla during the conclusion or performance of the Purchase Agreement will be processed solely in accordance with Furla’s privacy policy (hereinafter the “**Privacy Policy**”), which is available on the Website.

14.2 In accordance with the Privacy Policy, the Customer's personal data (including data contained in communications with Furla via email or instant messaging services) shall be processed by Furla for the period strictly necessary to achieve the objectives for which its collected, stored for the duration of the contractual relationship, and at the end of the relationship, for the period of time allowed by applicable laws.

15. COMMUNICATIONS

15.1 For any need or requirement, Customer may contact Furla customer service ("**Customer Service**") through the "livechat" available on the Website, Monday to Saturday, from 9am to 6pm (Australian Central Standard Time – ACST). The Company may be contacted at any time by email, by completing the relevant form available [here](#) or by writing to customercare@furla.com. The after-sales service will be provided to the Customer in English.

15.2 The FAQ section of the Website can be consulted for immediate responses to frequently asked questions on Website shopping experience

15.3 Furla makes commercially reasonable efforts to respond as soon as possible to Customer requests, using the Customer's chosen contact channel or other means of contact specified by Customer in the Order.

16. AMENDMENTS AND UPDATES

16.1 Furla reserves the right to periodically review and amend these General Terms.

16.2 Each Purchase Agreement is governed by the General Terms in force at the time of its execution. Any changes or updates to the General Terms shall be duly published on the Website.

17. MISCELLANEOUS

17.1 These General Terms, including any Purchase Agreement and the Privacy Policy, and any documents referenced in the foregoing constitute the sole and entire agreement between the Customer and Furla regarding the purchase of Products and supersede all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral.

17.2 Failure to exercise or a delay in exercising any right provided for in the Purchase Agreement and/or these General Terms shall not constitute a waiver of that right.

17.3 If any provision of these General Terms is deemed to be invalid, ineffective or unenforceable for any reason, the said provision shall be considered as separate from these General Terms and the remaining provisions set out herein shall be fully valid and effective and shall not be affected by the invalid, ineffective or unenforceable provision.

17.4 Each Purchase Agreement is binding on both Parties and their respective successors and assigns. Furla may assign any Purchase Agreement upon written notice to the Customer.

18. APPLICABLE LAW AND JURISDICTION

18.1 These General Terms as well as each Purchase Agreement shall be governed by and interpreted in accordance the laws of Victoria, Australia without reference to conflict of laws rules.

18.2 Any disputes related to these General Terms and/or any Purchase Agreement shall be subject the laws of Victoria, Australia.

General Terms updated on April 27 2026.