

Terms and condition of sale for online purchases on the website www.mywalit.com

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This version of the General Terms and Conditions of Sale is effective as of Jun 23, 2026, and applies to all orders placed after that date. For orders placed before that date, please visit the previous version of the General Terms and Conditions of Sale and consider the version in effect at the time of ordering.

Mywalit.com srl owns the website www.mywalit.com. On this website, Mywalit-branded products are presented to consumers, and these general conditions govern the sale of products to consumers, i.e., those who purchase for purposes outside of their own entrepreneurial, commercial, artisanal, or professional activity. **Mywalit.com srl invites you to read these Terms and condition of sale before making any purchase and specifies that by purchasing a Mywalit-branded product, the consumer fully accepts these General Conditions of Sale.**

1. SCOPE OF APPLICATION

1.1 These General Conditions of Sale, the content of which can be downloaded and reproduced, apply to and form an integral part of every sales contract concluded between the limited liability company "MYWALIT.COM SRL - SOCIO UNICO", with registered office in Lucca at Via del Brennero n. 1040/BK, tax code, VAT number and commercial register number of Lucca 02082160462, registered in the Administrative Register therein under number 19512, with fully paid-up share capital of 100,000.00 Euro (one hundred thousand euros), represented by its sole director and legal representative Mr. Richard Charles Gladstone, born in Bangor (United Kingdom) on 14 January 1962, tax code GLDRHR62A14Z114R, domiciled for the purposes of this document at Lucca, Via del Brennero n. 1040/BK, hereinafter also referred to as the "SELLER", and the consumer purchaser, hereinafter also referred to as the CONSUMER, in a distance selling system set up by the SELLER which uses the means of distance communication technology known as the "Internet". Each distance sale will be concluded through the CONSUMER accessing the Internet site corresponding to the address www.mywalit.com owned by the SELLER where, following the indicated procedures, he or she can conclude the "online" contract for the purchase of Mywalit branded products. CONSUMER means the natural person who purchases goods and services for purposes outside of his or her entrepreneurial, commercial, artisanal or professional activity. The Terms and condition of sale are set out below, which can also be downloaded and saved. Mywalit reserves the right to modify these terms and condition of sale by publishing them on the website www.mywalit.com. The modification to the terms and condition of sale will apply to sales made starting from the date of publication.

1.2 These Terms and condition of sale shall prevail in the event of a conflict with any other condition contained or cited in estimates, delivery notes, shipping letters, order confirmations, or any other contractual condition contained elsewhere, or in any commercial usage or document.

2. CONCLUSION OF THE PURCHASE CONTRACT

2.1 The presentation of Mywalit branded products on the website www.mywalit.com constitutes an invitation to offer. The CONSUMER selects one or more products in the chosen color and adds

the desired quantity to the "CART." Once all the products the CONSUMER intends to purchase have been added, clicking the "GO TO CART" button will open a page where the CONSUMER must select the destination country and whether they wish to use a voucher/discount code / Gift Card in the appropriate section "I have a voucher/discount code and Gift Card." The aforementioned page will also contain a summary of the selected products, the price (current at the time of the Order), delivery costs/delivery options (with related costs), and delivery times. By clicking the "PROCEED TO CHECKOUT" button, the consumer's information, telephone number, delivery address (we invite the CONSUMER to read the Privacy Policy and the Cookie Policy to understand how personal data is collected and processed), and payment method will be requested. By clicking COMPLETE ORDER, the Order will be sent to Mywalit.com. The order is considered an offer to purchase the products listed therein. After submitting the Order, the CONSUMER will receive an Order Confirmation email with the following information: list of products, quantity, price, shipping costs, payment method, delivery type, delivery times, billing address, and delivery address. The SELLER reserves the right to refuse the Order, in which case the CONSUMER will receive an email rejecting the Order. Upon shipment, the CONSUMER will receive an email containing the tracking number and the courier used. After the contract is concluded and up until the time of shipment, the CONSUMER has the right to exercise the right of early withdrawal by sending a written communication to customer-service@mywalit.com. The withdrawal will be considered valid only upon confirmation of receipt by the SELLER. In this case, any amount already paid will be refunded in full.

2.2 Orders can be placed after the CONSUMER has registered and created a personal account, or as an unregistered "GUEST" user, following the steps and instructions specified on the website www.mywalit.com. If you choose to place an Order as an unregistered user, you will only be asked for the data necessary to process the Order.

2.3 The graphic representation of the products on the website www.mywalit.com (images, technical data, and descriptions) is provided for the sole purpose of illustrating the product and is purely indicative. The products may therefore differ from those shown on your monitor due to the screen's color settings (e.g., the color tone of a product). The products are handcrafted, and therefore there may be differences in size or color even between two identical products or products from the same collection. The SELLER undertakes to compile the product sheets as accurately as possible, but errors in the descriptions provided regarding size and accessories are always possible.

2.4 By placing the Order, the CONSUMER confirms that he has read and unconditionally accepts the Terms and condition of sale and the additional information contained on the website www.mywalit.com, including the shipping terms, as well as the terms and procedures for returning goods and the contact details for submitting a complaint (if applicable) or receiving information on the legal guarantee, the Privacy and Cookie Policy.

2.5 The sales contract will be stored in the SELLER's database and can be accessed by sending a written request to the SELLER at: Via del Brennero n. 1040/BK, Lucca or by email to customer-service@mywalit.com.

3. PRICES AND DELIVERY COSTS

3.1 All prices are inclusive of VAT applicable by law.

3.2 Delivery costs are indicated in the CART before the Order is sent.

4. TAXES AND CUSTOMS DUTIES

4.1 For deliveries outside the European Union, any additional costs for taxes and/or import duties are the responsibility of the CONSUMER. Please note that taxes and import duties are established by the laws in force in the country of destination (delivery address) and it is not possible to predict their amount at the time of purchase. Therefore, these additional costs, in addition to the amount already paid at the time of completing the Order, will be requested upon delivery by the courier/carrier. For information on customs policies, we recommend contacting your local customs office.

5. PAYMENT METHODS

5.1 The entire payment process takes place via a secure connection directly linked to the cardholder's banking institution and the online payment processor, to which MYWALIT.COM SRL does not have access.

5.2 The CONSUMER chooses between the different payment options available at the time of completing and transmitting the Order: credit card, debit card, PayPal , Apple pay . If the CONSUMER chooses the payment method by credit card or debit card, by clicking "PAY NOW" he will confirm that the credit card/debit card is his property.

5.3 At the time of payment it is possible to use gift vouchers, gift cards, and vouchers as described below.

6. GIFT CARD, DISCOUNT CODE, VOUCHER

6.1 Mywalit offers CONSUMERS the opportunity to purchase a Gift Card, also called a voucher or gift certificate, valid exclusively for purchases on the website www.mywalit.com.

6.2 Gift Cards are available in three currencies: dollars, euros, and pounds, with a maximum value of 300 euros/dollars and pounds per Gift Card. This credit can only be used on the site from which it was purchased. Gift Cards, vouchers, or gift certificates are issued by the SELLER and delivered in digital format to the buyer via email , who can then transfer them to the recipient. The recipient can use them immediately. Gift Cards are not considered electronic money.

6.3 Gift Cards, vouchers, or gift certificates are valid until December 31st of the year following the date of purchase. Cash or other refunds are not available.

6.4 The Gift Card can be used for one or more purchases. To check the remaining balance on the Gift Card, you can email our customer service at customer-service@mywalit.com.

6.5 Discount codes or other ongoing promotions cannot be applied to the purchase of Gift Cards.

6.6 If an item purchased with a digital Gift Card is returned, the refund will be made exclusively via a voucher equal to the value of the returned product (excluding shipping costs).

6.7 For further information about our digital Gift Cards, please contact our customer service team at customer-service@mywalit.com .

6BIS USE OF THE GIFT CARD

The CONSUMER selects one or more products in the desired color and adds the desired quantity to the "CART." Once the selection of items to purchase is complete, clicking the "GO TO CART" button will open a page where the CONSUMER must select the destination country and, if they wish to use a voucher, discount code, or Gift Card, must select the appropriate section "I have a voucher/ Discount Code/e- Gift Card." Clicking "I have a voucher/Discount Code/e- Gift Card" will open a box where the CONSUMER must enter the voucher or Gift Card code in their possession. Once this step is completed, the price of the item will automatically be updated in the cart.

7. DELIVERY OF GOODS

7.1 The SELLER will deliver the products purchased by the CONSUMER within the time indicated in the Order Confirmation email .

7.2 In the event of subsequent unavailability, even temporary, of the product, the SELLER will inform the CONSUMER promptly and reimburse the sums already charged for the sale.

7.3 Deliveries may be delayed during SELLER's closures for inventory and/or holidays. Holidays are considered to be the following: January 1st , January 6th, Easter and Easter Monday, April 25th, May 1st , June 2nd, August 15th, November 1st , December 8th, December 25th, and December 26th.

7.4 The SELLER will not be held responsible for delays or failure to deliver purchased products caused by events beyond the SELLER's control (such as force majeure), provided that the CONSUMER is promptly informed, including by email . In the event of non-delivery, the CONSUMER will be refunded the amount paid for the purchase.

7.5 Orders shipped under "free shipping promotions" have the following restrictions: free shipping valid for the United States and Western Europe only. Excluded European countries are: Albania, Bulgaria, Cyprus, Czech Republic, Estonia, Croatia, Hungary, Lithuania, Latvia, Malta, Poland, Romania, Slovenia, Slovakia, Finland, Greece, Liechtenstein , Norway, Switzerland, and Sweden.

8. RIGHT OF WITHDRAWAL

8.1. Pursuant to Article 64 of Legislative Decree no. 206/2005, the CONSUMER has the right to withdraw from the contract stipulated online via the website www.mywalit.com, without incurring penalties and without specifying the reasons, within 30 (thirty) working days from the date on which he received the products, using this form to be sent to the email address customer-service@mywalit.com. If the CONSUMER does not intend to use the aforementioned form, the communication must in any case contain:

- a declaration stating the intention to exercise the right of withdrawal pursuant to Article 64 of Legislative Decree no. 206/2005;
- the indication of the goods for which the CONSUMER wishes to exercise the right of withdrawal;
- copy of the invoice/receipt for the purchase of the products;

8.2. The CONSUMER exercising the right of withdrawal must return the products to the SELLER at the registered office at Via del Brennero n. 1040/BK within 30 days of receiving them. Return costs are borne by the CONSUMER, who is free to choose the courier. We recommend using a courier or postal service that allows for shipment tracking and/or provides a return receipt.

8.3. The SELLER will refund the price paid, net of delivery costs and any customs duties, no later than 30 days from the date on which it received notification of the exercise of the right of withdrawal and following receipt of the product. For further details on the return and refund procedures, and to obtain any accompanying documents for the package, the CONSUMER is invited to contact customer-service@mywalit.com.

8.4. Products must be returned following the return instructions provided by the SELLER, especially for products returned from non-EU countries. Returns that do not follow the SELLER's instructions will not be accepted and will be refused.

8.5. Any additional costs incurred by the SELLER, but not attributable to the SELLER, will be charged to the CONSUMER. Please note that, in the event of refusal of delivery for reasons not attributable to the SELLER or the courier, the refund to the CONSUMER will be net of shipping and return costs, any taxes, customs duties, and other additional costs.

8.6. The right of withdrawal is excluded in the case of purchase of products made to measure or clearly personalized;

8.7. In the event that the product returned, following the exercise of the right of withdrawal, has been handled (other than as necessary to establish the characteristics of the product), the CONSUMER will be held responsible for its decrease in value and will not be reimbursed.

8.8. If a product purchased under the "Free Item with Minimum Purchase" promotion is returned for a refund or voucher and this results in the total amount spent falling below the minimum threshold required for the promotion, the free item must be returned (unused and undamaged).

8.9. Please note that if you request a refund or exchange but choose not to return the free item, or if the item has been used or damaged (in violation of the terms and conditions of the promotion), MYWALIT reserves the right to deduct from the refund due (or charge your original payment method) an amount equal to the retail price of the free item, as indicated on the site.

9. WARRANTY AND LIMITATIONS OF LIABILITY

9.1. The buyer who purchases the products in his capacity as CONSUMER benefits from the legal guarantee of conformity which guarantees the purchased goods against defects of conformity with respect to the sales contract;

9.2 In the case of products with defects of conformity with the sales contract, existing at the time of delivery and which become apparent within two years of the date of delivery of the product, the CONSUMER must report the defect, under penalty of forfeiture, within 2 (two) months of the date on which the defect was discovered, and will have the right to request the SELLER to replace the purchased Goods, provided that the conditions set out in point 8.3 are met. The shipping costs for returning the Goods will be borne by the SELLER. If replacement is not possible or excessively

onerous for the SELLER, or if the SELLER has not replaced the Goods within a reasonable period of time, or if the replacement has caused substantial inconvenience to the CONSUMER, the latter may request, at his or her own discretion, an appropriate price reduction or withdrawal from the contract with a refund of expenses; in both cases, however, the use of the goods must be taken into account.

9.3. If the CONSUMER believes that the product has a defect of conformity with the contract, he/she must send the SELLER a photo of the product and the alleged defects, even via email , attaching a copy of the purchase invoice or the receipt of payment by credit card/debit card.

9.3.1 If, based on the photo sent, defects of conformity are found, the Goods will be returned to the SELLER, who will proceed as set out in point 9.2. and art. 10.

10. REPLACEMENT

10.1. In the event that the Goods are replaced pursuant to Articles 8.2 and 8.3 due to a lack of conformity, the CONSUMER must attach the purchase invoice for the Goods for which they intend to request replacement. The replacement of purchased Goods with other Goods can only take place with goods of equal or greater value (paying the price difference). Shipping costs will be borne by the CONSUMER . It is important to note that the product to be replaced must reach the SELLER in the original condition in which it was sent and that the fulfillment of the new order is subject to the SELLER's product availability at that time. Please contact customer-service@mywalit.com for further information on the replacement procedure.

11. LIMITATION OF LIABILITY

11.1 In the event that it is not possible to fulfill the order within the terms established by the contract, the SELLER assumes no responsibility for inefficiencies due to unforeseeable events and/or causes of force majeure.

11.2 The SELLER will not be held liable towards the CONSUMER for inefficiencies or malfunctions related to the use of the Internet which are beyond its control, except in cases of fraud or gross negligence.

11.3 The SELLER shall not be held liable for damages, losses or expenses incurred by the CONSUMER due to breach of the contract for reasons not attributable to the SELLER.

11.4 The SELLER assumes no responsibility for the fraudulent or illicit use of credit cards, bank checks, or other means of payment by third parties for the purchase of goods, provided that the utmost care and attention has been taken, following best practices and with due diligence.

11.5 Product descriptions, information, and materials on the website are provided without express or implied warranties, except those required by law. Therefore, the products delivered are considered compliant with the Contract if (i) they correspond to the description provided by the SELLER, (ii) they are suitable for the use for which they are normally intended, (iii) they exhibit qualities and characteristics typical of products of the same type, which can reasonably be expected. To the extent permitted by law, all other warranties are excluded, except those that cannot legitimately be excluded with respect to consumers and users. It is specified that Mywalit

branded products exhibit the natural characteristics of the materials used in their manufacture, such as texture, surface consistency, and color variations. These characteristics should not be considered imperfections or defects, but rather distinctive elements of the product.

12. WAIVER

12.1 Failure to exercise one or more rights arising from these Terms and condition of sale (and, more generally, from other rights) does not imply a waiver of such rights nor preclude their exercise in the future.

13. CONTACTS, COMMUNICATIONS, COMPLAINTS AND CUSTOMER SERVICE

13.1 Written communications addressed to the SELLER are to be considered valid only if sent to the following address: Via del Brennero n. 1040/BK, or by email to the following email address: customer-service@mywalit.com. In the communication or complaint, the CONSUMER must indicate his or her residential or domicile address, telephone number, or email address where he or she would like the SELLER to send communications.

13.2 For sales assistance, you can call 00390583471913 ; send an email to customer-service@mywalit.com ; or send a communication to Via del Brennero n. 1040/BK; or send a fax to the following number: 0039-0583409521.

APPLICABLE LAW , COMPETENT JURISDICTION AND JURISDICTION

14.1 In the event of invalidity of any of the clauses or conditions contained in these General Conditions of Sale, the remaining clauses and conditions will remain fully valid and effective.

14.2 These General Conditions of Sale, like any contract stipulated in accordance with the rules established herein, will be governed by Italian law.

14.3 Any dispute relating to the execution and/or interpretation of these General Conditions of Sale, as well as to orders placed on the basis of the rules established therein and to sales contracts concluded according to these rules, will be governed exclusively by the Court of Lucca, Italy. However, notwithstanding the foregoing, the SELLER shall have the right to submit the dispute to the Court of the CONSUMER's place of residence.