

GENERAL TERMS AND CONDITIONS OF SALE E-COMMERCE

France

Revised version of July 8, 2025

1. SCOPE OF APPLICATION / PROOF AGREEMENT

These General Terms and Conditions of Sale (hereinafter referred to as the "**Conditions**") apply to orders for products available on the online sales site of the company SKIS ROSSIGNOL (hereinafter referred to as the "**Product(s)**") accessible via the following link: www.rossignol.com (hereinafter the "**Site**").

These Conditions are applicable between the parties (hereinafter the "**Parties**") defined below:

- The company SKIS ROSSIGNOL, a simplified joint-stock company with a sole shareholder, with a share capital of 76,746,248 euros, registered in the Grenoble Trade and Companies Register under the number 056 502958, whose registered office is located at 98 rue Louis Barran - 38430 St Jean de Moirans, (hereinafter "**we**", "**our**", "**us**", SKIS ROSSIGNOL).
- The customer defined as any person meeting the conditions defined in article 2.1 and placing an order via the Site (hereinafter "**you**", "**your**", "**consumer**", "**customer**").

The Conditions apply exclusively to orders delivered in metropolitan France and Italy for the attention of private customers acquiring Products for non-professional consumption. ⁵Therefore, only natural persons purchasing a Product for purposes that are outside the scope of their commercial, industrial, craft or liberal activity are concerned here. ⁶For sales intended for professionals, we refer to the general terms and conditions of sale reserved for professionals. ⁷Only legally capable persons who are not under guardianship and who have a postal address in metropolitan France, excluding Corsica, may place an order on the Site.

Placing an order on the Site implies your full and unreserved acceptance of these Conditions. The conditions of promotional offers offered temporarily will be specified on the Site. We reserve the right to modify these Conditions without notice and at any time by specifying the effective date of the new Conditions, it being specified that for any order placed before the new Conditions take effect, the previous Conditions will remain applicable. ¹¹Any order placed on the Site will be governed by the Conditions online at the time the order is validated.

The Parties agree that the electronic form of writing is accepted as a valid form of proof in the same way as writing on paper. The Parties agree to keep the computer records so that

they can constitute faithful and durable copies within the meaning of article 1379 of the Civil Code, of any electronic exchange, order, order confirmation or any other document that the Parties may exchange¹⁴ as part of the orders and purchases made on the Site in accordance with these Conditions.¹⁵

2. ORDER

2.1 Conditions

To be able to place an order for Products, you must meet the following cumulative conditions:

- Complete all the necessary information for payment, delivery and any other information required when you create your customer account.
- Hold a valid bank card or an active PayPal account.

2.2 Order placement procedure - Order validation

After selecting the chosen Product(s) by clicking on the **"Add to cart"** link, you then follow the order validation process until the **"Cart/Order Summary"** page.

You must validate your cart by clicking on **"Validate my cart"**.²⁰ You then enter the ordering process which will end with the conclusion of the sales contract between you and us.²¹ The ordering process is done in 2 steps:

1. Choice of delivery method and location.
2. Choice of payment method.

Warning: Be sure to modify your order **before** finally validating it.

It is specified that the characteristics of each product are available on the page of said product.

In accordance with law 2014-344 of March 17, 2014, before confirming your order, a summary of the main characteristics of the order containing the description of the Products, the delivery and billing address, the total price including tax, the payment method and the delivery times/shipping costs applied, will be displayed.

After checking the above elements, finalize your order by compulsorily checking the box **"I accept the general terms and conditions of sale and I understand that placing this order requires payment"**, then by clicking on the **"Place the order"** link.

You will then be redirected to the payment page.

We reserve the right not to accept an order in the event of non-compliance with these Conditions, in the event of errors, anomalies in the order (e.g.: quantities ordered unsuitable for private or family use), in the event of a payment incident or suspicion of fraud and/or abuse.

Your order will be confirmed by an email from us indicating the order number as well as the details of it, to the email address you have provided. Be sure to keep this confirmation email until your order is delivered as it will be requested at a Relay Point or during home delivery.

3. WARNING: Second-choice products

We draw your attention to the fact that so-called **second-choice products** may have aesthetic defects, which are specified on the Product sheet.

4. PRODUCT AVAILABILITY AND ASSISTANCE IN CHOOSING YOUR SIZE

Our Product and price offers are valid as long as they are visible on the Site, with the exception of special operations whose validity period is specified on the Site. You are invited to check the availability of the Products sold on the information page of each Product.

In the event of an order for a Product that turns out to be temporarily unavailable, we reserve the right to cancel the order, provided we inform you.

The entire order will only be processed and shipped when all the Products in this order are available.

5. PRICE - DELIVERY COSTS - PAYMENT

5.1 Price

The prices displayed on the Site are indicated in euros and do not include delivery costs. We reserve the right to modify prices at any time, but the Products will in any case be invoiced on the basis of the rates in force at the time the order is placed.

When you access the order summary page, the total price of the order appears, including taxes (French VAT), shipping costs and order processing fees.

If one or more taxes or contributions were to be modified, as well as in the event of the creation of new taxes or contributions, this change may be passed on to the selling price of the Products. No tax or contribution not provided for at the time of your order may be requested from you later.

5.2 Shipping costs

The shipping and order processing costs are different depending on the delivery method you have selected when placing the order on the Site.

The amount of the delivery costs will be specified before the selection of the delivery method. The amount of the shipping costs is added to the total amount of the order for the Products purchased on the Site. All of these costs appear on the Order Summary page.

5.3 Payment

Payment for the Products is made by bank card (Visa, MasterCard, American Express) or by PayPal. The amount of the order is debited at the time of the order confirmation.

The order will only be considered firm and final at the end of the online payment procedure. Thus, we reserve the right to refuse you any order or to honor a delivery if a payment dispute exists with you. It is also specified that the Products remain our property until full payment of the sums due.

In addition, you accept to receive your invoices exclusively in electronic form. You can also view, download and print them via your account (if you have created one) in the "**My orders**" section. Your bank card details are encrypted using the SSL (Secure Socket Layer) protocol and are never transmitted unencrypted over the Internet network. Payment is made directly to our bank, which means that no banking information concerning you is transmitted via the online sales Site.

We do not store your bank details on our servers. Consequently, you must enter them for each new order on the Site.

Despite the encryption of data, we remind you that no data transmission over the Internet is 100% secure and that information communicated online can be potentially intercepted and used by people other than the intended recipient. Thus, we make our best efforts to ensure the confidentiality of the personal and banking information provided on the Site.

6. TRANSFER OF RISKS AND TRANSFER OF OWNERSHIP

The transfer of risks occurs when you (or a third party mandated by you) physically take possession of the Product. The transfer of ownership occurs once we have received the corresponding payment in full (including delivery costs).

7. DELIVERY

7.1 General

Delivery is made to the address you indicated when validating the order.

All the Products of the same order being delivered at once, the delivery time for an order composed of several Products will be the longest delivery time among the times indicated on each product sheet.

You are also invited to regularly check your order tracking on your customer account, when you have created one. If we are prevented from meeting the deadlines by a case of force majeure or a fortuitous event as defined by French case law or by an external cause, in particular a fault attributable to you, the delivery time is automatically extended according to the duration of the impediment. We will inform you by e-mail of the occurrence and the end of such impediments. If the impediment lasts more than four (4) weeks, you may terminate the order by right, without you being able to claim compensation from us.

7.2 Home delivery

If you have chosen home delivery, the Products are delivered to the address you indicated during the ordering process, within the time indicated on the payment page before order validation as well as in the order confirmation email. Delivery times differ depending on the chosen delivery method; these will be communicated to you at the time of your order. It is specified that personalized Products may require an additional processing time which may result in a longer delivery time.

The delivery time cannot, however, exceed thirty (30) days from the validation of the order.

In the event of a delivery delay, you will be informed by our Customer Service, who will indicate the new planned delivery date. In no case are we responsible for delivery delays or loss of Products caused by your indication of an incorrect or incomplete address.

In the event of exceeding the delivery deadline that was communicated to you or the aforementioned 30-day period (the shortest period must be retained) and not justified by a case of force majeure, you can request the termination of the sale under the conditions provided for in articles L.216-1 to 216-3 of the Consumer Code and obtain a refund of the sums already paid, within the deadlines and conditions indicated in article 8 **"Refunds"** of these presents.

In the event of delivery by a carrier requiring an appointment, the carrier will contact you as soon as possible to arrange a delivery appointment, no later than thirty (30) days from the date of order validation. We cannot be held responsible for delivery delays due to your unavailability.

Delivery is made upon receipt of the order at the address you indicated when ordering.

You must notify the carrier of all reservations about the delivered Product (for example: damaged, already opened package or product, etc.). Reservations must be expressly indicated on the delivery slip.

7.3 Delivery to a Relay Point

If you have chosen delivery to a Relay Point, the Products are delivered to the Relay Point whose contact details and opening hours are in the confirmation email within the time indicated on the order summary.

It is specified that personalized Products may require an additional processing time which may result in a longer delivery time.

In order to collect your Product, you must go to this Relay Point and provide proof of identity and the order confirmation email.

Delivery is made upon your receipt of the order at the Relay Point.

The Product is kept by the Relay Point for a period varying depending on the selected Relay Point, this period will be communicated to you at the time of validation of your order. At the end of this period, if you have not taken possession of the Product, the sale will be canceled, and we will send you an email to inform you. In this case, we undertake to reimburse you for the sums paid within fourteen (14) days from the sending of this email.

You must notify the Relay Point of all reservations about the delivered Product (for example: damaged, already opened package...). Reservations must be expressly indicated on the delivery slip.

8. RIGHT OF WITHDRAWAL

You benefit from a right of withdrawal for Products purchased on the Site except for personalized Products, which can be exercised **within a maximum period of 14 calendar days following the receipt of your order to make your return request and return the products to us.**

Procedure:

You must express your decision to exercise your right of withdrawal within the aforementioned deadlines either:

- **Online:** by directly contacting Customer Service before the deadline expires via the following email address: contact@circular.rossignol.com. Customer Service will indicate the procedure to follow and will give you a return number which will be confirmed by email.

- **By mail:** you can also send your request on plain paper to the following address:
Rossignol chez LIZEE, Voie du Bois aux frênes (Batiment vert, SED logistique)
62119 DOURGES. We offer you the following model:

Withdrawal form model

- For the attention of: LIZEE for ROSSIGNOL - Customer Service - Voie du Bois aux frênes
(Batiment vert, SED logistique) 62119 DOURGES

*-I hereby notify you of my withdrawal from the contract for the sale of the following
Product(s):*

Ordered on (/received on (/):

Order no.:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s):

Regardless of the chosen delivery method (home or in-store), you can exercise your right of withdrawal within 14 days from the receipt of your order, and you must return the Product to us **no later than fourteen (14) days from the day you exercised your right of withdrawal.**

The Product must be returned to the following address: ROSSIGNOL chez LIZEE, voie du Bois aux frênes (Batiment vert, SED logistique) 62119 DOURGES.

The Product must be returned in its original packaging (including instruction manual and accessories) to the address indicated above, in perfect condition allowing it to be marketed as new, accompanied by the return number.

In the case of multiple orders (of several products), the withdrawal period runs from the receipt of the last product.

We reserve the right to refuse the return of a Product and not to proceed with its refund:

- in the event of non-compliance with the withdrawal procedure mentioned above;
- in general if our Customer Service is unable to identify you or to identify the order (order number, return number, contact details, etc.);
- if the Product is not in its original packaging and condition (documents and accessories).

A discount on the refund may be applied when the returned product has been visibly used beyond a simple test.

Provided that you comply with the above requirements, we will refund you within fourteen (14) days following the return of the Product in perfect resale condition. However, the refund may be postponed until the actual receipt of the Product. The return shipping costs will be at your expense and amount to 15 euros.

9. WARRANTIES

When you purchase a Second-Choice Product on the Site or from a store belonging to SKIS ROSSIGNOL and managed by the latter, this Product is covered by a legal warranty, to which a commercial warranty may be added, when this is expressly indicated either on the product sheet or on the Site. For the application of any warranty, it will be essential to present proof of purchase.

Second-Choice Products are sold, depending on the category you choose, new, with one or more aesthetic defects, which are listed and presented only on a dedicated page.

ATTENTION: the warranties on this page apply exclusively to consumer customers. Therefore, only natural persons purchasing a Product for purposes that are outside the scope of their commercial, industrial, craft or liberal activity are concerned here. ¹¹⁸

9.1 LEGAL WARRANTIES APPLICABLE TO SECOND-CHOICE PRODUCTS

Our customers are expressly informed that Second-Choice Products may randomly have one or more aesthetic defects, more or less visible, listed and presented on the page dedicated to Second-Choice Products on the Site (hereinafter collectively the "**Aesthetic Defects**"). The customer choosing to purchase a Product with an Aesthetic Defect acknowledges having been perfectly informed of the existence of these Aesthetic Defects before purchasing a Product with Aesthetic Defect and **accepts them without reservation**. Consequently, any customer is informed and accepts that all the Aesthetic Defects present on the Product with Aesthetic Defects that he has purchased **ARE NOT WARRANTED**. Thus, Products with Aesthetic Defects **CANNOT** be reimbursed, exchanged, or repaired due to the presence of one or more Aesthetic Defect.

For any defect other than an Aesthetic Defect, the legal warranties continue to apply under the same conditions as for first-choice Products. However, if the choice of exchange has been retained, it is expressly specified that a Product with Aesthetic Defects can only be replaced by an equivalent Product with Aesthetic Defects. In all circumstances, a Product with Aesthetic Defects **CANNOT** be exchanged for a first-choice Product. ¹²⁵In the event of unavailability of an equivalent Product with Defects, and

when repair is materially impossible or leads to a clearly disproportionate cost for us, the customer will be reimbursed.

9.2 COMMERCIAL WARRANTIES

We may offer our consumer customers, in addition to the legal warranties applicable to all our Products, a commercial warranty which applies limited to certain named Products.

Any warranty extension or commercial warranty must be expressly and clearly provided for in order to be exercised. We are in no way obliged to grant a commercial warranty on all or part of our Products. This warranty extension applies, when it exists, either when the legal warranty cannot or no longer be applied, or when the warranty extension is more favorable to you. The warranty extension does not have the effect of excluding or canceling the effects of the legal warranties.

9.3 WARRANTY EXCLUSION

The following are excluded from legal and commercial warranties:

- damage resulting from normal wear and tear of the Products, including fatigue. It is the customer's responsibility to maintain or have each Product maintained in compliance with the instructions provided in the user manuals, if applicable;
- a repair of the Product or a relocation and/or replacement of component(s) not carried out by a specialized professional and/or;
- the use of non-genuine and non-approved spare parts;
- and/or the addition of accessory(ies) whose compatibility with the Products has not been previously and expressly validated by us and carried out by a specialized professional, and/or;
- a shock by torsion, compression, fall or abnormal impact of the Product resulting in a modification of the Product;
- scratch(es) or degradation(s) of the decorative elements of the Product related to its use;
- the alteration of the colors and/or size and/or texture of the Products resulting from normal wear and tear and/or inappropriate maintenance of the Product;
- Products with a serial number that has been removed or is incomplete;
- the presence of one or more Aesthetic Defect(s) on a Product with Aesthetic Defects.

9.4 Implementation of legal and/or commercial warranties

Under the legal and/or commercial warranties to which you may be entitled, we undertake, at your choice, to:

- Replace your Second-Choice Product with another equivalent Second-Choice Product or with Aesthetic Defects of the same value. The Products are replaced subject to availability. ¹⁴⁵The replaced Product does not benefit from a warranty extension of the initial warranty, unless you have requested a repair and we impose a replacement. In this latter and unique case, the replaced Product benefits from a new 2-year warranty from the date of replacement, in application of article D.211-2 of the Consumer Code;

OR

- Repair the Product at our expense if this is possible and send it back to you at the address you indicated. The Product then benefits from a six-month extension of the initial warranty. The repair and, where applicable, the sending of the replaced or repaired Product will be free of charge for you. Failing to be able to repair or replace the Product subject to your warranty request, we will fully refund the price of it (with return of the Product according to the terms of our General Terms and Conditions of Sale). It is nevertheless brought to your attention that if one of these choices is materially impossible to implement, or leads to a clearly disproportionate cost for us, we reserve the right to choose the most appropriate option, in accordance with articles L217-12 of the Consumer Code.

9.5 Limits

No warranty can extend beyond the warranties (legal and commercial) described in this document. Any other warranty, express or implied, including, but not limited to, warranties or merchantable value and/or fitness for a particular use, are expressly excluded. Some laws do not allow the exclusion or limitation of implied warranties or indirect damages, so the above limitations and exclusions may not apply.

9.6 Legal texts (appendix to article D.211-2 of the Consumer Code)

“The consumer has a period of two years from the delivery of the good to obtain the implementation of the legal conformity warranty in the event of a lack of conformity.

¹⁵⁶During this period, the consumer is only required to establish the existence of the lack of conformity and not the date of its appearance.”

“When the sales contract for the good provides for the continuous supply of a digital content or a digital service for a period greater than two years, the legal warranty is applicable to this digital content or this digital service throughout the planned supply period. During this period, the consumer is only required to establish the

existence of the lack of conformity affecting the digital content or the digital service and not the date of its appearance.

The legal conformity warranty entails the obligation for the professional, if applicable, to provide all the necessary updates to maintain the conformity of the good.

The legal conformity warranty gives the consumer the right to repair or replace the good within a period of thirty days following his request, free of charge and without major inconvenience for him.

If the good is repaired under the legal conformity warranty, the consumer benefits from a six-month extension of the initial warranty.

If the consumer requests the repair of the good, but the seller imposes replacement, the legal conformity warranty is renewed for a period of two years from the date of replacement of the good.

The consumer can obtain a reduction in the purchase price by keeping the good or terminate the contract by being fully reimbursed against return of the good, if:

- 1. The professional refuses to repair or replace the good;**
- 2. The repair or replacement of the good occurs after a period of thirty days;**
- 3. The repair or replacement of the good causes a major inconvenience for the consumer, in particular when the consumer definitively bears the costs of taking back or removing the non-compliant good, or if he bears the installation costs of the repaired or replacement good;**
- 4. The non-conformity of the good persists despite the seller's unsuccessful attempt to make it compliant.**

The consumer also has the right to a reduction in the price of the good or to the termination of the contract when the lack of conformity is so serious that it justifies the price reduction or the termination of the contract being immediate. The consumer is then not required to request the repair or replacement of the good beforehand.

The consumer is not entitled to the termination of the sale if the lack of conformity is minor.

Any period of immobilization of the good for the purpose of its repair or replacement suspends the warranty that remained to run until the delivery of the reconditioned good.

The rights mentioned above result from the application of articles L. 217-1 to L. 217-32 of the Consumer Code.

A seller who in bad faith obstructs the implementation of the legal conformity warranty incurs a civil fine of a maximum amount of 300,000 euros, which can be increased to 10% of the average annual turnover (article L. 241-5 of the Consumer Code).

The consumer also benefits from the legal warranty against hidden defects in application of articles 1641 to 1649 of the Civil Code, for a period of two years from the discovery of the defect. ¹⁷⁵This warranty gives the right to a price reduction if the good is kept or to a full refund against return of the good.

10. CUSTOMER SERVICE - CONTACT US

For any question about a Product, an order tracking, the exercise of the right of withdrawal, if you wish to file a complaint or if you wish to implement the warranty, our Customer Service is at your disposal during the hours indicated on the Site and at the number displayed on the Site (free number from a landline, premium call from a mobile depending on your operator).

You can also contact our Customer Service:

- by email at the following address: contact@circular.rossignol.com
- by phone: 33.3.53.70.62.25
- by mail: Rossignol chez Lizée, voie du Bois aux frênes (Batiment vert, SED logistique) 62119 DOURGES

11. REFUNDS

1.1. Refund in case of withdrawal and/or implementation of the warranty

The refund of the Product (and the initial delivery costs) will be confirmed by email and will occur within a maximum period of fourteen (14) days from the day when:

- The option of refunding the Product under warranty has been retained in compliance with the conditions of article 9 of these presents (Implementation of the legal and/or commercial warranty)
- You have decided to exercise your right of withdrawal in compliance with the provisions of article 8 of these presents (Implementation of your right of withdrawal).

In the event of partial withdrawal of an order, we only refund the Product(s) subject to the withdrawal, subject to the provisions of article 8 of these presents. We remind you that any withdrawal request made more than thirty (30) calendar days after the date of receipt of your order cannot be taken into account. We reserve the right to refund an express delivery at the standard delivery rate.

11.2 Refund in case of delivery delay

In the event of non-compliance with the delivery time, you can cancel your order in application of article 6 of these presents and articles L.216-1 to 216-3 of the Consumer Code. We are obliged to reimburse you for the total amount of the sums paid for the Products (and the initial delivery costs) of said order within fourteen (14) days after receipt of your letter by which you request the termination of the sale, with the exceptions provided for in the aforementioned articles of the Consumer Code. If you receive the Product after having terminated the sale, you must return it to us at the address indicated in article 7 in its original packaging and condition, no later than fourteen (14) days from your receipt of the Product. We reserve the right to postpone the refund until the return of the Product, subject to the provisions of article 7 of these presents. We reserve the right to refund an express delivery at the standard delivery rate.

11.3 Refund in the absence of collection at the Relay Point

In the absence of collection of your Product at the Relay Point within the availability deadlines, the sale will be canceled, in application of article 6.4. The refund will occur within 14 days from the email informing you of the cancellation of the sale. We reserve the right to refund an express delivery at the standard delivery rate. For all refund cases, please note that your bank may take up to ten (10) business days to make a refund to your card, depending on the processing times. This varies depending on the card issues, we are not able to speed up this process which is beyond our control.

12. INTELLECTUAL PROPERTY

All texts, comments, works, illustrations, videos, works and images reproduced or represented on our Site are protected by copyright and belong to us or belong to third parties who have authorized us to use them. As such, and in accordance with the provisions of the Intellectual Property Code, only viewing of the Site for private use is authorized. Any total or partial reproduction or representation of our Site or of all or part of the elements found there is strictly prohibited. The company names, brands and distinctive signs reproduced on the Site are protected under intellectual property rights. The reproduction or representation of all or part of one of the aforementioned signs is strictly prohibited and must be subject to prior written authorization from the holder of the rights. Non-compliance with this prohibition constitutes an act of infringement which may be subject to legal proceedings.

13. LIABILITY

We are responsible to you for foreseeable losses and damages that we have caused you, if we do not comply with these Conditions and/or if we do not show reasonable care and attention in the design and manufacture and/or installation of the Products, but we are not responsible for losses or damages that are not foreseeable, or if you have provided us with incorrect information when these information are required. A loss or damage is foreseeable if it is obvious that it will occur or if, at the time you purchased a Product, you and we knew that it could occur. In particular, we are not responsible for the suitability of the Products for the specific purposes for which you intend them, unless you and we expressly agree on this. We are not responsible for commercial losses and/or damages.

We only provide the Products for domestic and private use. If you use the products for commercial, business or resale purposes, we will have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity. The photos on the Site are provided for illustration purposes. We recommend that you refer to the description of each Product to know its precise characteristics and, in case of doubt, contact our customer service. Our Site may contain links to third-party sites that we have not published and that we do not control. These links are provided solely for your convenience and do not constitute an express or implicit endorsement of these sites, their content or any products or services offered there. Although we make reasonable efforts to verify the proper functioning of our Site, we do not guarantee that the site will be uninterrupted, slow or error-free, or that defects will be corrected, or that the site is free of viruses or bugs. Therefore, we will not be responsible for any loss of content or material downloaded or transmitted through the Site. In general, we cannot be held responsible for the non-performance of our obligations in the event of force majeure, disruption or total or partial strike, in particular of postal services and means of transport and/or communications, flood, fire.

14. PERSONAL DATA PROTECTION

On the basis of the performance of the sales contract during your purchases on our Site and our legitimate interest in implementing our activities, we inform you that we collect and process your personal data for the needs of managing your order and more generally for the needs of managing the customer relationship: account creation (if applicable), order taking, delivery, delivery tracking, payment, management and tracking of the right of withdrawal, request for exchange or return, after-sales service request. These personal data are: name, first name, address, phone number, e-mail address. These data can be transmitted to the companies that contribute to our relations, including the advice store (for in-store delivery) or other companies in charge of the execution of certain services on our behalf, in particular the carriers. In accordance with the Data Protection Act of January 6, 1978 and the General Data Protection Regulation of April 27, 2016, you have a

right of access, rectification, erasure, limitation of processing, opposition to processing, portability on your personal data that you can exercise by writing directly to the address indicated below. You also have the right to define general and particular directives defining the way you intend for these rights to be exercised, after your death, under the conditions defined by decree. Finally, you have the right to file a complaint with the competent supervisory authority (in France: www.cnil.fr). Your data is kept, after a sale, for a period of five years for probative purposes and to implement the legal and/or commercial warranties, if applicable. Invoices and other mandatory documents relating to commercial transactions are kept for the duration of the current fiscal year, plus 10 years from the closing (accounting and tax obligations). If you have created a customer account, your customer account and the data entered there will be kept as long as your customer account is active on the Site. Your account and the data stored there will be deleted after 5 years of inactivity, or earlier in case of an express request from you. You can request the deletion of your account or some of your data at any time in accordance with the procedure described herein. You can also modify your account information directly on the Site. Any account deletion must be formulated by email to our Customer Service. You can exercise your rights by contacting our Customer Service:

- by email at the following address: customer.care@rossignol.com
- by mail: SKIS ROSSIGNOL - Customer Service - 98 rue Louis Barran - 38430 Saint Jean de Moirans - France.

For more information on the personal data collected by SKIS ROSSIGNOL, we invite you to consult the dedicated Personal Data page on our Site. [Privacy Policy | Rossignol](#)

*Some data is mandatory (specified by an * in the forms) and you are informed that in their absence, we will not be able to process your requests or orders.*

15. EXTENDED PRODUCER RESPONSIBILITY AND TAKE-BACK OF USED PRODUCTS

15.1 In accordance with the provisions of articles L541-10 to L541-10-17 of the Environment Code, we respect our obligations arising from the Extended Producer Responsibility. As such, we are registered with the following eco-organizations under the corresponding unique identifiers:

ORGANISMS	PRODUCTS	UNIQUE ID
Re-Fashion (ex Eco TLC)	Textile and footwear	FR030086_11KHCP

ORGANISMS	PRODUCTS	UNIQUE ID
Corepile	Electric bicycle batteries	FR030086_069BXG
Ecologic VAE	Electric bicycles	FR030086_05CFEJ
Ecologic ASL	Packaging boxes	FR211873_01JZWZ
Ecologic ASL	Sports and Leisure Items (skis, snowboard, ski boots, helmets, muscular bicycles)	FR030086_22VTJG

15.2 In application of the AGECLAW (anti-waste law for a circular economy), and more specifically in the context of online sales with delivery, we offer to take back your used products according to the free 1 for 1 take-back solution consecrated by article R.541-160 of the Environment Code. As such, we take back your used products of the same category as the Product(s) you are buying free of charge. The free 1 for 1 take-back solution means that we take back a used product free of charge directly or through a third party when purchasing a Product on the Site of the same type (equivalent nature and dimensions) and provided that you have made the request to our Customer Service within 15 days of the order. If, for example, you buy a pair of skis on the Site, we offer to take back your old pair of skis free of charge, provided you have contacted our Customer Service within 15 days of your purchase.

16. DISPUTES

These Conditions and in a general way the relations between the Parties, are governed by French law. In case of dispute, the French courts will have sole jurisdiction. In the event that one of the clauses of the Conditions is declared null and void, the other clauses will nevertheless remain in full force and effect.