



TERMS AND CONDITIONS – CUORE AMORE

The business relationship between United Apparel Solution UK Ltd. (hereinafter referred to as UAS UK) and the customer shall be governed exclusively by the following General Terms and Conditions (GTC) in the version valid at the time of the order.

1. General

- (1) These General Terms and Conditions apply to all offers, purchase contracts, deliveries, and services based on orders placed via our online shop at <https://teamshop.cuore.com/cuore-amore>. This also includes orders placed by telephone, email, fax, or mail. Furthermore, these General Terms and Conditions also apply to sales in the showroom, unless the following provisions are specifically geared toward distance selling.
- (2) Our General Terms and Conditions apply to both consumers and entrepreneurs, unless a distinction is made in the respective clause. A consumer is any natural person who enters into a legal transaction for a purpose that cannot be attributed to their commercial or independent professional activity.
- (3) The customer's terms and conditions do not apply, even if their validity is not separately contradicted in individual cases.

2. Order, conclusion of contract

- (1) The presentation of products in the online shop, in catalogs, and in the showroom does not constitute a legally binding offer, but rather a non-binding online catalog.
- (2) When purchasing from the online shop, the customer submits a binding offer to purchase the product in question. The customer is bound to the offer until the expiry of 14 calendar days following the date of the offer. We are entitled to accept the offer within this period.
- (3) UAS UK will send the customer confirmation of receipt of the offer immediately after receiving it, which does not constitute acceptance of the offer. The offer is only considered accepted once UAS UK has declared its acceptance to the customer (by email) or has dispatched the goods. The purchase contract with the customer is only concluded upon acceptance by UAS UK.
- (4) If UAS UK is unable to accept the customer's order, the customer will be informed of the unavailability.

3. Prices

- (1) The prices quoted include statutory value added tax plus shipping costs.
- (2) Unless expressly agreed otherwise, payment for products ordered in the online shop is made via the following payment systems:
 - a. Credit card
 - b. PayPal
 - c. Instant transfer
 - d. Prepayment: the goods will only be delivered once the payment has been credited to UAS UK's account.
 - e. Purchase on account (only for entrepreneurs): the invoice must be paid by bank transfer within 14 days of receipt of the goods.
- (3) The customer has no right of set-off or retention unless the counterclaim is undisputed or has been legally established.

4. Shipping costs and handling

- (1) Shipping costs are not included in the price and depend on the value of the order, the nature of the goods (size, weight), and the respective delivery address. The shipping costs are displayed in the shopping cart system when the order is placed.
- (2) Customs duties and similar charges are to be borne by the customer.

5. Delivery, transfer of risk

- (1) Deliveries are generally only possible to delivery addresses within United Kingdom. UAS UK reserves the right to make deliveries to other countries.
- (2) UAS UK is entitled to make partial deliveries, provided that these are reasonable for the customer. If partial deliveries are made by UAS UK, the additional shipping costs shall be borne by UAS UK.
- (3) Unless expressly agreed otherwise, UAS UK shall determine the appropriate shipping method and the transport company at its reasonable discretion. UAS UK shall bear the shipping risk if the customer is a consumer.
- (4) UAS UK is only responsible for the timely and proper delivery of the goods to the transport company and is not responsible for delays caused by the transport company. Any shipping time stated in the online shop is therefore non-binding.

- (5) If the customer is a consumer, the risk of accidental destruction, accidental damage, or accidental loss of the delivered goods shall pass to the customer at the point in time at which the goods are delivered to the customer or the customer is in default of acceptance. In all other cases, the risk is transferred to the customer upon delivery of the goods to the transport company.
- (6) The shipping costs are to be borne by the buyer. They include the costs of transport insurance taken out by UAS UK against the usual transport risks. The corresponding shipping costs are indicated to the customer in the order form.

6. Right of revocation, right of exchange

- (1) The right of return and revocation does not apply to goods and products that have been manufactured according to customer specifications.
- (2) For orders placed in the online shop, consumers have a thirty-day right of exchange: The exchange period is thirty days from the day on which the buyer or a third party designated by the buyer, who is not the carrier, took possession of the goods. To exercise the right of exchange, CUORE of Switzerland GmbH, info_eu@cuore.com, must be informed of the decision to exchange by means of a clear statement (e.g., a letter sent by post, fax, or email). To meet the exchange deadline, it is sufficient for you to send your notification of exercising your right of exchange before the period expires.
- (3) Consequences: Upon notification of the exchange request, the buyer will receive a return label and, after successful return, a voucher code for the purchase price paid for the CUORE Amore Shop.
- (4) UAS UK may refuse to refund until the goods have been returned or proof has been provided that the goods have been returned, whichever is earlier.
- (5) The buyer must return or hand over the goods to UAS UK immediately and in any case no later than fourteen days from the day on which UAS UK was informed of the withdrawal from this contract. The deadline is met if the buyer sends the goods before the expiry of the fourteen-day period.
- (6) The buyer shall only be liable for any loss in value of the goods if this loss in value is attributable to handling of the goods that is not necessary for testing their condition, properties, and functionality.

7. Return shipping costs

The customer shall bear the regular costs of the return shipment if the delivered goods correspond to those ordered and if the price of the item to be returned does not exceed GBP 35 or, in the case of a higher price, if the consideration or a contractually agreed partial payment has not yet been paid at the time of revocation. Otherwise, the return shipment is free of charge for the customer.

8. Personal data, data protection

- (1) All personal data will be treated confidentially. UAS UK may process and store data relating to the respective purchase contracts to the extent necessary for the execution and processing of the purchase contract and for as long as UAS UK is obliged to store this data due to legal regulations. Furthermore, address and order data will be collected and processed for our own marketing purposes. Note: The customer may object to the use of their data for marketing purposes at any time by notifying UAS UK or revoking their consent.
- (2) UAS UK reserves the right to transfer the customer's personal data to credit agencies to the extent necessary for the purpose of a credit check, provided that the customer expressly agrees to this in each individual case. Otherwise, personal customer data will not be passed on to third parties without the customer's express consent, except where UAS UK is legally obliged to disclose data.
- (3) Further information on data protection is available at the following link: www.cuore.com/privacy-policy

9. Retention of title

The delivered goods remain the property of UAS UK until full payment has been made. In the event of resale, the customer assigns to UAS UK all claims and other entitlements against its contractual partner arising from the resale, including all ancillary rights. Until full payment of the contractual services has been made, the customer is not entitled to pledge the goods subject to retention of title or to transfer them as security.

10. Warranty

- (1) The customer is obliged to check the shipment immediately upon receipt for completeness and integrity. If the package is damaged, the customer must also complain directly to the delivery service.
- (2) If the delivered goods are defective, the customer may first demand that the defect be remedied or that defect-free goods be delivered.



- (3) UAS UK may refuse the type of subsequent performance chosen by the buyer if this is only possible at disproportionate cost.
- (4) If the subsequent performance fails or is unreasonable for the customer or UAS UK refuses the subsequent performance, the customer is entitled, in accordance with applicable law, to withdraw from the purchase contract, reduce the purchase price, or demand compensation for damages or reimbursement of their futile expenses.
- (5) In the event of an error in the price quotation or product descriptions, UAS UK is not bound by the incorrect information.

11. Final clause

Any deviating agreements must be made in writing. Should any provision of these General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions.

12. Choice of law, place of performance, place of jurisdiction

- (1) Unless otherwise specified in the contract, the place of performance and payment is our registered office. The statutory provisions on jurisdiction remain unaffected, unless otherwise specified in paragraph 3.
- (2) This contract is governed by the laws of the United Kingdom, excluding the UN Convention on Contracts for the International Sale of Goods. This does not apply if special consumer protection regulations in the customer's home country are more favorable.
- (3) The place of jurisdiction for contracts with merchants, legal entities under public law, or special funds under public law is the court responsible for our place of business.

Errors and misprints excepted. Status: October 2026

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