

General Terms and Conditions of Sale of the KLOKERS.COM website

Updated: November 2020

Whereas:

In October 2019, the Commercial Court of Annecy granted KINAOÖK all rights over the Trademark, Patents and Models of the former company known as KLOKERS. These intangible assets are now owned by KINAOÖK, but KINAOÖK can in no way be held responsible for the commitments and decisions previously taken by KLOKERS.

GENERAL RULES

The KINAOÖK website, marketing the "Kloklers®" brand, and their associated services are made available to you in accordance with the following Terms of Use and Service and any other rules published on the site (collectively referred to as the "Terms of Use").

Before placing any order on www.kloklers.com, please read the General Terms and Conditions of Sale carefully. We recommend that you keep a copy of the current Terms and Conditions of Sale for future reference.

Browsing the www.kloklers.com website implies your implicit acceptance of the General Terms and Conditions of Sale in their entirety.

Kloklers® is a brand name of KINAOÖK, a company registered in France under SIRET number 850 436 577 000 25. The address of our head office is: 13, rue Pré Paillard 74940 Annecy, France. Our VAT number is FR 29 850 436 577. Within the framework of these general terms and conditions of sale, the brand and the products are designated by the term Kloklers and the company by the term KINAOÖK.

In particular, we would like to draw your attention to our policy concerning the conditions of purchase in the General Terms and Conditions of Sale and our Privacy Policy.

If you are under the age of 18, you should ask your parent or legal guardian to review the KINAOÖK Privacy Policy before registering to use this Site or any services on this Site. However, we reserve the right to only accept orders from persons over the age of 18.

We may periodically modify the General Terms and Conditions of Sale. Please read and consult them regularly. If you do not accept these Terms and Conditions of Sale, or any changes we may make to them, you must immediately stop using the site. Any changes made to the Terms and Conditions of Sale after you have placed an order will not affect that order, unless we are legally obliged to implement the change.

Use of the site and purchase of a product or service through this digital channel implies acceptance by the user or buyer, without reserve, of these Terms and Conditions of Sale.

These General Terms and Conditions of Sale shall prevail over all other general or special conditions not expressly approved by KINAOÖK.

If a provision were to be lacking in our General Terms and Conditions of Sale, it would be considered as being subject to the practices of Distance Selling governing French companies in this sector.

These General Terms and Conditions of Sale are drafted in French and English. In all applications of the General Terms and Conditions of Sale, the French version shall prevail over the English translation.

REGISTRATION

In order to use certain services or functionalities made available to you on the www.kloklers.com website, you must register. When you register, you must provide information about yourself. This information must be accurate, precise, current and complete in every respect. We may also occasionally change the information we request when you register. The password for your account that you provide must be unique and kept secure. In the event of any breach of security of your account or any unauthorized use, you must immediately notify KINAOÖK. For more information on our use of your data, please see our [Privacy Policy](#).

PURCHASE ELIGIBILITY

In order to make purchases on the site, you must provide your detailed contact information. In particular, you must provide your real name, telephone number, email address and other required information as indicated. In

addition, you must provide payment information on our online payment solution, which you declare and guarantee to be valid and accurate. You declare in good faith that such billing information is, in fact, yours.

The Site is only made available to persons and third parties who meet the eligibility requirements of KINAOÖK, whose applications are acceptable for KINAOÖK and who have a valid debit/credit card issued by a bank accepted by the PAYZEN online payment solution, and who have authorised KINAOÖK to debit their debit/credit card with the amount of the total purchase price for the goods they purchase.

The products acquired by the buyer are reserved for personal use or to be offered as gifts, and may not be resold or used for any commercial purposes whatsoever. Furthermore, KINAOÖK reserves the right to limit the quantities of items delivered to the same buyer or to the same postal address.

By offering to purchase a "Klokers®" product, you expressly authorise us to check your creditworthiness and, where KINAOÖK deems it necessary, to pass on information about you, including, without limitation, information from your debit/credit card or credit report (including any updated information) to third parties or to obtain it from third parties (including information from your spouse's credit report), if you reside in an area having jurisdiction under the Common Property Rules), for the sole purpose of verifying your identity, validating your debit/credit card, obtaining initial credit card authorization and/or authorizing individual purchase transactions. You further agree that we may use the personal information you provide to us to conduct appropriate fraud controls. The personal data you provide us with may be disclosed to a credit reporting or fraud reporting agency, which may keep a record of it. For more information about our use of your data, please see our [Privacy Policy](#).

ORDERS

All orders are subject to acceptance and availability. None of the items in your shopping cart is reserved and all may be purchased by other customers. KINAOÖK only offers to sell products that are in stock and available for immediate shipment from our distribution centre.

KINAOÖK does not accept orders for unavailable products with advance purchase.

PRE-ORDERS

Certain new products or limited series can be offered to you as a "preview", with an advance payment that guarantees you priority delivery as soon as these new products or limited series are available.

Your rights concerning the advance purchase are identical to those relative to any other purchase from KINAOÖK (retraction, etc.).

Despite our best efforts to satisfy you, we may not be able to deliver these pre-orders, which are paid for by prepayment.

In this case, we will inform you by e-mail and refund you the full amount of the prepayment on your debit/credit card within thirty days following notification of the unavailability of the goods.

ACCURACY OF PHOTOGRAPHS AND PRODUCT DESCRIPTIONS

We make every effort to display the colours of our products on klokers.com as accurately as possible, using high quality, professional photographs. However, it is possible that some differences in colour shades may appear between the model and the image, depending on the digital camera you are using.

We also seek to be as accurate as possible in the written description of the product offered, and cannot be held responsible for minor discrepancies.

PRICING POLICY

Our prices displayed on the site, when the order is placed, are firm and contractual prices. However, in the event of an obvious and involuntary error in the prices displayed, we reserve the right not to accept your order at the price displayed.

In this case, we will contact you to inform you and offer you the actual price (which may be higher or lower than the one displayed).

The prices indicated on the Site are expressed in Euros and include all French taxes (French VAT and other applicable taxes).

For any delivery outside the European Union, these prices are exclusive of taxes (taxes to be paid in the country of delivery).

Deliveries in France or a country located in the European Union:

- The prices are expressed DDP - products delivered to the agreed destination, **all duties and taxes paid by KINAÖÖK**. This means that the purchase price paid at the time of sale includes: the price of the selected product(s), the cost of transport and taxes.

Deliveries in Switzerland or in a country outside the European Union:

- The prices are expressed DAP - products delivered to the agreed destination, **excluding customs duties and taxes of the importing country, at your expense**. This means that the purchase price paid at the time of sale includes: the price of the selected product(s) and the cost of transport.

Customs duties, import taxes and/or local taxes at the destination are not included in your payment. They will be invoiced by the transporter (DHL, FEDEX, or any other service provider) upon delivery of your order. KINAÖÖK may not be held responsible for refusal by the buyer to pay customs duties and taxes.

Any package left uncollected at the transporter's depot in the country of destination, following failure to respond to the transporter's various presentations or non-payment of customs duties and taxes, is the responsibility of the buyer.

In this specific case, we will reimburse you the amount of the unclaimed or refused product, less the cost of processing the return of the package for refusal to collect it from the transporter or refusal to pay customs duties and taxes.

Please send any complaints to the following email address: clientcare@klokers.com.

CUSTOMS

When you order products on klokers.com for delivery outside the European Union, you may be subject to import duties and taxes, which will be levied when the package reaches its destination.

Any additional customs clearance costs will be your responsibility; we have no control over these costs. Customs policies vary greatly from country to country, so you should contact your local customs office for more information.

In addition, please note that when you place an order on www.klokers.com, you are considered the importer of record for the product and must comply with all laws and regulations of the country in which you receive the product.

Protecting your privacy is important to us and we draw the attention of our international customers to the fact that cross-border deliveries may be opened and inspected by customs authorities.

ACCEPTANCE OF YOUR ORDER

Once you have made your selection and placed your order, you will receive a "first email" confirming the details of your order.

This "first email" constitutes acceptance of your order. A second email will confirm that your package has been picked up by the transporter.

If, however, for technical reasons, your order is validated although the products are not available, you will not receive an email of order dispatch. In this very particular case, we will contact you as soon as possible to cancel/replace your order.

REFUSAL OF YOUR ORDER AS-IS

We reserve the right not to accept your order immediately in the following cases:

- Non-respect of one of the clauses of the General Terms and Conditions of Sale
- Inability to establish a contract with KINAÖÖK
- Order for commercial use
- Payment refused by the electronic payment system
- Contact information (name, delivery address...) not usable
- Suspicion of fraud concerning the transaction
- Other legitimate reason

In general, we reserve the right to refuse to accept or process a transaction for any reason, or to refuse service to any person, at any time and at our sole discretion.

As indicated in the "PRICING POLICY" section, we may inform you by e-mail or telephone of an obvious error in the displayed price of one of the [klokers](http://klokers.com)® products.

Without your agreement on the new price that we propose, this would lead to total or partial cancellation of your order. If payment has already been made for these goods, the full amount debited will be refunded to you as soon as possible.

FULL PAYMENT

Payments on the www.klokers.com website will only be made in European currency (€uro), and only immediate payments are accepted.

Payment can be made by debit/credit card VISA, CB, MasterCard, Maestro, Visa Electron, E-carte bleue, or by PayPal. The amount of the order is debited and withdrawn from your account once your order has been placed on the www.klokers.com website.

You must confirm that the debit/credit card used is yours or that you have been specifically authorized to use it by its owner. All debit/credit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your payment card refuses to authorise payment to KINAOÖK, we cannot be held responsible for any delay or non-delivery.

Payment is made on our online payment platform PAYZEN. At no time does KINAOÖK have access to your bank details.

PAYZEN ensures the security as well as the confidentiality of all personal data that will be collected at the time of payment. The payment pages use the TLS protocol (encryption of all card information) and are subject to numerous approvals (PCI DSS certification, CB Cartes Bancaires approval, Visa merchant agent approval, etc.).

If you choose to pay via PayPal, your transaction will be secured via PayPal's own security system.

PAYMENT IN 3 TIMES

This payment is exclusively reserved for individuals, on our website.

Payment in 3 installments is only available for customers with a bank card issued in France - both "classic" consumer bank cards and business cards. The minimum amount is € 100 and the maximum is € 2,000.

Payment cards accepted: Visa, Mastercard, Carte Bleue and American Express.

If you pay for your order in installments, you accept [Alma's customer terms and conditions](#) as well as the [special Alma conditions for Klokers customers](#).

This service is offered after validation of your shopping card by our partner ALMA, who will carry out all the verification procedures, with your agreement, with your banking establishment.

By validating the payment request in 3 installments without charge, you request the immediate execution of this contract.

In the case of default in repayments, KINAOÖK may demand immediate repayment of the outstanding capital. KINAOÖK may give a mandate to any company of its choice within the framework of the management of monthly payment calls and or their collection. The conditions for withdrawal following payment in 3 installments remain the same as in the conditions for withdrawing full payment (in 1 installment).

If the sale is canceled, KINAOÖK will reimburse you for the full amount that you would have paid to it for payment in 3 installments free of charge within 30 days of the return of the merchandise (s) subject to the sale, by applying the same rules as those defined in the paragraph "RETURNS AND EXCHANGES". In case of partial withdrawal of your order, the amount of your installments will be adapted to the new amount financed, unless you advise otherwise.

In accordance with article L311-3 of the Consumer Code on the Credits granted, the offer of "payment 3 or free of charge" is not subject to the provisions of articles L.311-1 et seq. Of the Consumer Code., in particular because of the reimbursement period not exceeding three months and the negligible costs which are collected there under this contract.

PROMOTION CODES

Promotional codes or privilege codes entitle you to exceptional discounts, perhaps of limited duration, and are valid according to available stocks.

They are non-transferable, except for sponsorship operations, and can only be used on the site.

They cannot be exchanged for cash or used in conjunction with other offers or promotional codes.

RIGHTS OF RETENTION - DELIVERY

The delivered products remain the property of KINAÖÖK until they are remitted to the transporter. The transfer of ownership takes place when the parcel is entrusted to the transporter.

Your package will be delivered to you with "delivery against signature". We require that the transporter obtain your signature before releasing the package to you. If you have specified a recipient other than yourself for delivery (for example, if it is a gift), you agree that proof of signature from that person (or that delivery address) is proof of delivery.

Delivery times vary greatly depending on the place of delivery and the mode of transport chosen, standard or express.

We have found that there is a staggering of time frames, between:

- 48 hours by express in Europe
- 6 days, excluding weekends and public holidays, in certain regions of the world

They are provided for information purposes only and run from the date of shipment. KINAÖÖK is not responsible for any delay due to customs clearance procedures at the destination.

For any information regarding the delivery of your package to the delivery location specified in your order, you must contact the transporter using the tracking number that we send you by email.

GUARANTEE

1- Products purchased before 2019 on the site of the former KLOKERS company:

KINAÖÖK, owner of the "kloklers®" trademark but not responsible for previous commitments made under this brand-name, will study your request on a case-by-case basis.

2- Products purchased in 2019 on the site of the former KLOKERS company:

24-month legal warranty upon presentation of proof of purchase indicating the model and date of purchase

3- Products purchased from 2020 onwards at the new KINAÖÖK site:

Legal warranty of 24 months from the date of purchase, to which is automatically added a warranty extension of **12 months** (see the terms and conditions hereafter in the paragraph: **WARRANTY EXTENSION**).

The procedure for returning Products for application of the Guarantee is indicated in the article "Product Returns".

In the event that the guarantee is invoked, the only obligation of KINAÖÖK will be replacement, reimbursement or repair of the defective Product or part of the Product, at the discretion of KINAÖÖK.

No compensation for damages or for any other reason will be due.

Any modification of the product, even partial, will result in forfeiture of the "KINAÖÖK" warranty.

This warranty is total (parts and labour).

However, the warranty does not cover damage caused by:

- Normal wear and tear and aging of the Product.
- Inappropriate assembly or assembly with unsuitable Products.
- Damage resulting from maintenance, repairs or dismantling not carried out by a KINAÖÖK-approved service centre.

Non-compliant use, mistreatment, abuse, negligence, imprudence (damage caused by use of the Products in abusive conditions such as violent shocks, crushing, brutal handling of the clasp, etc.)

- Straps (leather, fabric, rubber...) and batteries.
- Delivery and transport.
- Any watch with an impact or shock mark on the glass or casing.

Any complaint relative to the quality of delivery of the goods received must be made within 8 days of said delivery.

For reasons of security and traceability of our products, "kloklers®" brand watches have a serial number.

The Buyer agrees never to remove said serial numbers from the products.

The Buyer also agrees to provide assistance to KINAOÖK in the event of withdrawal and/or recall of Products.

WARRANTY EXTENSION

The "klokers®" brand strives every day to bring you complete satisfaction, by delivering high-quality products. To prove it and to protect you to the extent possible from a defect in our watches, we offer you the benefit of an additional year* of cover under the guarantee, in addition to the 24-month legal guarantee.

This warranty extension automatically applies to all watches purchased from klokers.com.

*The warranty year offered includes the cost of labour and the spare parts needed to repair your watch. Shipping costs are not included in the 3rd year of the warranty. Accessories such as bands and batteries are not included in the extended warranty.

RETURNS AND EXCHANGES

Please send any complaints to the following e-mail address: clientcare@klokers.com, taking care to include all necessary details, including the date and order number, if applicable, as well as your full name and contact details (address, telephone number, etc.), as will be stipulated in the return procedures provided below.

1- Right of retraction in clauses governing distance selling:

If you live in the European Union (EU), you benefit from clauses that govern distance selling.

These regulations give you the possibility of cancelling your order placed on the "klokers.com" site within 14 days after receiving our product.

As a commercial gesture and conscious of the quality of its "klokers®" products, KINAOÖK agrees to extend this legal period of 16 days and gives you the benefit of a right of retraction of 30 days (instead of 14 days) without having to justify the reasons.

In order to exercise your right of retraction, notification must be sent to us by e-mail at: clientcare@klokers.com, using the model retraction form included as Attachment 1.

We will send you a Return Merchandise Authorization (RMA) by return with instructions on how to proceed; After receipt and inspection of the returned goods, we will refund you for the full amount of the cancelled orders within the framework of the clauses governing distance selling, with transport costs, taxes and customs remaining as your responsibility. We nevertheless reserve the right to deduct the amount equivalent to any damage caused to the goods sent from the refund, if the damage caused to them exceeds that which is necessary to ensure the nature, quality and proper functioning of the goods.

We will proceed with the refund within 30 days of receipt of the products.

The refund will be made via the payment method initially used when you placed your order.

You remain liable for depreciation of goods resulting from handling other than that necessary to ensure their nature, quality and proper functioning.

Shipping costs for any replacement item you may wish to purchase are free, but if you live outside of France, you will have to pay the corresponding taxes and customs fees.

2- Returning "defective" Products during the warranty period

Products are considered to be defective if they do not correspond to the use usually expected of a similar item or if they do not correspond to the description we have provided on the www.klokers.com website or during any other promotional campaign.

Please note that items damaged as a result of abnormal use will not be considered defective.

It is specified that the display and promotional campaigns of the "klokers" brand (intended by nature to highlight the aesthetic and innovative character of Klokers products, and which may sometimes represent Klokers products in unusual situations or uses) cannot be considered as examples of normal use of Klokers products which could be claimed as such by the end user. It is, therefore, understood that the Klokers warranty will be limited to cases of defects that only appear after normal and customary use, as recognised for a watch.

We invite you to check, or have your "klokers®" product checked, as soon as you receive it, to ensure its integrity and proper functioning.

If your item is received in flawed condition or you discover a defect within the Guarantee period, you have the possibility of returning it for repair or exchange, according to the following terms and conditions:

Request a Return Merchandise Authorization (RMA) number using the After-Sales Service Request Form (Attachment 2) and then return the item in question according to the procedure you were given with the RMA number.

After analysing the information on your request form for the return of a defective product, we reserve the right not to follow up on your request for legitimate reasons (Guarantee period exceeded, defect not covered by the Guarantee, inappropriate use of the product, etc.). Any watch with a trace of impact or shock on the glass or casing will not be covered under warranty. Within the framework of the Guarantee, we propose to repair or replace defective items to the extent possible. If the item cannot be replaced or repaired and the same item is no longer available, you will be entitled to a full refund.

Transport costs for the return of non-conforming products are covered by KINAOÖK.

IMPORTANT : For shipments of after-sales products from international zone (out of Europe)

When shipping, you must specify to the carrier that this is a TEMPORARY EXPORT FOR REPAIR.

If not, customs charges will apply: the Kinaook company cannot accept customs charges incurred when returning items, and the package will be returned to you.

REPEATED RETURNS

In order to offer you an incomparable shopping experience, the return conditions set are flexible. However, the number of returns made will be counted and we reserve the right to refuse an order in the event of repeated returns of goods.

INTELLECTUAL PROPERTY RIGHTS

Your use of the Site and its content does not grant you any rights under any copyright, design, trademark or other intellectual property rights or for the materials associated with the content, including the Kloklers software and all HTML and other code on this Site.

All of said content, including trademarks, designs, texts, graphics, illustrations and clips are the property of KINAOÖK.

As such, the associated intellectual property rights of third parties mentioned or displayed on this site are protected by national intellectual property laws, other laws and international treaty provisions. You are only authorised to use the content if KINAOÖK and/or its third-party licensors expressly so stipulate. Any reproduction or redistribution of the aforementioned content is prohibited and may result in civil and criminal prosecution. Without limiting the foregoing, any copying and use of the aforementioned content on any other server, location or medium for publication, reproduction or distribution is expressly prohibited. However, you are permitted to make one copy for the purpose of examining the content for your own personal use.

NON-COMMERCIAL USE

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YOUR ACTIVITY

You acknowledge that you are personally responsible for your use of this Site and for all your communication and activities on and related to this Site. If we determine that you are or have been engaged in prohibited activities, disrespectful to third parties or in breach of the Terms and Conditions, we may deny you access to this Site, temporarily or permanently, and that determination shall be final.

THIRD-PARTY SITES

We may include hypertext links on this site to other resources or websites managed by third parties other than KINAOÖK, including advertisers. KINAOÖK has not checked all the sites whose links appear on its Internet Site and is not responsible for the content or accuracy of the off-site pages; nor is it responsible for the availability of these external Internet sites and resources; it does not endorse and is not responsible or liable, directly or indirectly, for the privacy practices or the content of such sites including, without being exhaustive, any

advertisements, products or other materials or services on or available from such sites and Internet resources, or for any damage, loss or offence caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on such external sites and Internet resources.

REMINDER OF YOUR RIGHTS

Although these General Terms and Conditions of Sale have been established in accordance with the laws in effect in May 2020, we wish to provide you with a non-exhaustive list:

Article L211-4 of the Consumer Code

The seller is obliged to deliver goods in conformity with the contract and is liable for any lack of conformity existing at the time of delivery. It shall also be liable for defects in conformity resulting from packaging, assembly instructions or installation, if the latter was done by it under the contract or was done under its responsibility.

Article L211-5 of the Consumer Code

To be in conformity with the contract, the property must:

- 1- Be suitable for the use ordinarily expected of a similar item and, where appropriate:
 - correspond to the description given by the seller and possess the qualities that the seller has presented to the buyer in the form of a sample or model
 - present the qualities that a buyer can legitimately expect in view of public statements made by the seller, the producer or its representative, particularly in advertising or on the label^[1]
- 2- Or have the characteristics defined by mutual agreement between the parties or be suitable for any special use sought by the buyer, brought to the knowledge of the seller and accepted by the latter.

Article L211-12 of the Consumer Code

Any action resulting from a lack of conformity shall be time-barred after two years from the date of delivery of the goods.

Article L. 211-16 of the Consumer Code

When the buyer asks the seller, during the course of the commercial guarantee granted to him at the time of the acquisition or repair of movable property, to restore the property to its original condition under the guarantee, any period of immobilization of at least seven days shall be added to the remaining period of the guarantee. This period shall run from the date of the buyer's request for intervention or from the date on which the goods in question are made available for repair, if such availability is subsequent to the request for intervention.

Article 1641 of the Civil Code

The seller is bound by the guarantee against hidden defects of the thing sold which render it unfit for the use for which it is intended, or which so diminish this use that the buyer would not have acquired it, or would only have paid a lower price for it, if he had known about them.

Article 1648 paragraph 1 of the Civil Code

The action resulting from unacceptable defects must be brought by the buyer within two years following discovery of the defect.

LIMITATIONS OF OUR LIABILITY

If KINAOÖK violates the General Terms and Conditions of Sale, we shall be liable, but only for direct losses which are a reasonably foreseeable consequence of said violation.

In the event of loss, we will assume liability up to a limit of 100% of the value of the goods purchased.

Losses which are not our fault and indirect losses which are a secondary effect of the main loss or damage, are excluded from our liability.

We shall not be liable for our inability to meet our obligations under the Terms and Conditions where such inability is due to events beyond our reasonable control.

COMPENSATION

At our first request, you fully agree to defend, indemnify and hold KINAOÖK and its employees, directors, agents, affiliates, licensors and suppliers harmless against any debt, claim, expense, damage or loss, including legal fees,

arising from any breach of the Terms and Conditions by you, including use by others accessing this site through your Internet account caused by your action or inaction.

OUR RELATIONSHIP

You acknowledge and agree that no partnership, joint venture, employment or agency relationship exists between you and KINAOÖK as a result of the General Terms and Conditions of Sale or your use of this Site. You agree that you cannot and will not represent yourself as a representative, agent or employee of KINAOÖK and that we are not responsible for any act, statement or omission on your part.

NON-WAIVER

If you breach the Terms and Conditions and we do not take immediate action against you, we retain our ability and right to exercise any other remedies against you or your principals to seek redress in any other situation where you breach the Terms and Conditions.

APPLICABLE LAW

The General Terms and Conditions of Sale as well as all our policies and procedures are governed and interpreted in accordance with applicable French law and the competent French courts have exclusive jurisdiction.

Attachment 1 - Retraction form

Please complete and return this form only if you wish to retract your order placed on klokers.com - unless the right of retraction is excluded or limited in accordance with the applicable General Terms and Conditions of Sale.

For the attention of:

clientcare@klokers.com

KINAOÖK klokers 13 rue Pré Paillard, 74940 Annecy, France

I hereby notify you of my retraction from the contract for the sale of the property below:

Product name/reference:

Ordered on

Order number:

Name of the customer(s):

Address of the customer(s):

Signature of the customer(s) (only in case of notification of this form on paper):

Date:

Attachment 2 - After-Sales Service Request Form for Product under Warranty

Please complete and return this form only if you wish to return a product under warranty for after-sales service. The following are considered to be non-compliant: products damaged at the time of receipt, products that do not correspond to the order, or for which a manufacturing defect is found in accordance with and within the warranty periods associated with the product concerned.

For the attention of:

clientcare@klokers.com

KINAOÖK klokers 13 rue Pré Paillard, 74940 Annecy, France

I hereby notify you of my desire to return a non-compliant product, corresponding to the references below:

Product name/reference:

Serial number

Date of receipt of the order:

Name of the customer(s):

Address of the customer(s):

Reason for return:

Does not correspond to the product ordered

Product received damaged

Malfunctioning product: Describe the malfunction.

Signature of the customer(s) (only in case of notification of this form on paper):

Date: