

DOPPELGÄNGER CLUB LOYALTY PROGRAMME

Regulation and General Conditions of contract for joining the “Loyalty programme Doppelgänger Club” prepared by International Retail Development (hereinafter, “IRD”) with registered office in Via Magna Grecia 11, 00183, Rome

1. Object

Doppelgänger Club is an exclusive loyalty programme, dedicated to all Doppelgänger customers, structured on the basis of the achievement, by members, of points accumulation thresholds through purchases made throughout the network of Doppelgänger shops and on online purchases, at which correspond specific advantages and services, to the terms and conditions governed below.

2. Membership in the "Doppelgänger Club Loyalty Program"(hereinafter, “Doppelgänger Club”)

2.1. Only adults who have reached the age of majority and have the legal capacity and ability to conclude binding contracts can join the Doppelgänger Club. Joining the program is free and automatically implies acceptance of these Regulations.

2.2. Each eligible user can join the Doppelgänger Club by registering at any Doppelgänger store, via the Doppelgänger Club app or on the online store www.doppelganger.it. At the time of registration, the user may be asked to provide personal data, to participate in surveys or questionnaires and to indicate a reference e-mail address.

2.3. The duration of membership of the program is indefinite, with the right of withdrawal at any time, without any charge for the member, by sending a notice of withdrawal to the e-mail address: club@doppelganger.it. Following the notice of withdrawal sent by the user, the withdrawal will be finalized in the technical times necessary for the relative registration by IRD. By withdrawing from the Doppelgänger Club program, the member renounces all the relative benefits, discounts and services offered and the accumulated points will be automatically cancelled; in the event of withdrawal, IRD cannot in any event be held responsible for the user's failure to use the points accumulated and not used, and the user will not be entitled to any refund, indemnity or compensation for the non-use for services attributable to the Doppelgänger Club, or points, or for early termination of the program. In no case will the points constitute the holder's right to obtain the equivalent value in currency.

2.4. The user loses his/her membership in the Doppelgänger Club in the event of non-use for 18 (eighteen) consecutive months – meaning non-use is the failure to purchase at least one product in Doppelgänger stores or online at www.doppelganger.it, and the omitted use of one or more points by the user –, of early termination, or in the event of interruption or termination of the program by IRD. In case of forfeiture of the membership by the expiry of the aforesaid period, the member's data will be deleted and all his/her benefits and points will be cancelled.

The user can also request the deletion of his/her data actively and before the automatic deletion after 18 months of inactivity, by sending a request to the e-mail address ordini@doppelganger.it. In this event, IRD shall in no event be held liable for the user's failure to enjoy the accumulated and unused points, and the user will not be entitled to any refund, indemnity or compensation for the non-use of the services attributable to the Doppelgänger Club, or points, or for early termination of the program. In no case will the points constitute the holder's right to obtain the equivalent value in currency.

3. Program operation

3.1. After enrolment in the Doppelgänger Club and the consequent registration of participation in the program by the Customer, it is possible to accumulate points on all purchases made in the entire network of Doppelgänger stores and on online purchases, based on the parameter for assigning a point for each euro spent, except as specified below in this Regulation.

Excluded from the accumulation of points are the costs of tailoring repairs that the customer decides to carry out at the tailor's shops of one of the Doppelgänger shops where such a service is provided, as well as if the customer decides to take advantage of Conventions through which advantages are derived that cannot be cumulated with those of the Doppelgänger Club.

3.2. It is the responsibility of the member, at the time of the purchase of the products both in the store, through the use of the application and in the online store, to communicate their membership of the Doppelgänger Club and their willingness to benefit from the discounts and services, either by showing their Virtual Loyalty Card (available in the App) at the checkout or by indicating their Card Number, either in the Boutique or online.

The Points assigned will be recorded and attributed to the user within a period of time ranging from 12 to 72 hours following the purchase. In the event of a return or crediting of the sums paid by the Customer, for any reason, the corresponding points will subsequently be reduced. Likewise, purchases deriving from the exchange of previously purchased goods will not generate points, except limited to any amounts paid in excess of the previous transaction performed.

Each point shall be valid and last only for the calendar year in which the point was accumulated, after which it shall be permanently cancelled. The cancellation of the points balance on the 1st January of the following calendar year in which it was accumulated also results in a downgrading, at the beginning of each new calendar year (1st January), not only of the points balance itself (which therefore returns to 0 points) but also of the tier that was reached in the previous calendar year and therefore the client's ability to benefit from any type of advantage acquired during the previous calendar year is forfeited. In no event shall IRD be held responsible for the user's failure to enjoy the accumulated and unused points, and the user will not be entitled to any refund, indemnity or compensation for the non-use of the services attributable to the Doppelgänger Club, or points, before their expiry.

Doppelgänger reserves the right to modify the points accumulation methods at any time, even for specific periods of time.

3.3. The accumulation of points determines the progressive assignment of the Customer to specific membership levels (called "Tier" or "Tiers"), divided on the basis of the number of points accumulated during the calendar year, which correspond to the following benefits and dedicated services:

- Bronze Tier (from 0 to 200 points): Customer will not be entitled to a fixed discount, but he or she will be able to enjoy the exclusive services and advantages dedicated to all members of the Doppelgänger Club program (see point 3.6);
- Silver Tier (from 201 to 500 points): Customer will be entitled to a 10% discount for each purchase made (see point 3.4). He or she will also be able to enjoy the additional services and exclusive benefits specified in this Program (see point 3.6);
- Gold Tier (from 501 to 1,000 points): Customer will be entitled to a 15% discount for each purchase made (see point 3.4). He or she will also be able to enjoy the additional services and exclusive benefits specified in this Program (see point 3.6);
- Platinum Tier (from 1,001 points): Customer will be entitled to a 20% discount for each purchase made (see point 3.4). He or she will also be able to enjoy the additional services and exclusive benefits specified in this Program (see point 3.6).

3.4. The discounts for Doppelgänger Club members and deriving from the respective Programme Tier are valid online and in all Doppelgänger shops in Italy, and cannot be combined with any other ongoing promotions (with the exception of the Birthday Promotion and Promotions in which cumulability is clearly indicated), nor can they be applied to already discounted items or Gift Card purchases. Similarly, discounts cannot be used during the sales period, except for the purchase of products that have not already been discounted; in the event of the purchase of products that have already been discounted, therefore, the discounts relating to one's own Programme Tier shall not be applied, but such purchases shall nevertheless allow one to accumulate Points in the manner set out in these Rules, which shall be added to one's overall points balance.

3.5. The discount percentages determined above are applicable from the purchase following the registration of the accumulated points and the consequent inclusion of the Customer in the Points Tier, and can be used throughout the Doppelgänger store network and on online purchases.

3.6. The following additional benefits and services are also reserved for members of the Doppelgänger Club:

- Doppelgänger reserves the right to award double points (2 for every euro spent) on a selection of products. The selection of products is subject to periodic changes and may be discontinued at the discretion of Doppelgänger at any time;
- All Doppelgänger Club members shall be entitled to an additional -10% discount on the respective Programme Tier, for the period corresponding to the entire calendar month of the respective birthday. The discount resulting from the Birthday Promo is

valid online and in all Doppelgänger stores in Italy, and cannot be combined with any other current promotions (with the exception of the Tier Discount and Promo where the cumulability is clearly stated), nor can it be applied to items already on discount or to Gift Card purchases. Similarly, the discount cannot be used during the sales period, except for the purchase of products that have not already been discounted; in the event of the purchase of products that have already been discounted, therefore, the discounts relating to the Birthday Promotion will not be applied, but such purchases will nevertheless allow the accumulation of points in the manner set out in these Regulations, which will be added to one's overall points balance;

- Members of the Silver, Gold and Platinum Tier are entitled to the free shipping service for products purchased online;
- Members of the Bronze, Silver and Gold Tier are entitled to the tailoring service, limited to the hem of the trousers of the purchased suit (to the value of approximately €10.00). Tailoring service can only be given for full-price suit (i.e. not on sale, discounted or in promo);
- Platinum Tier members are entitled to tailoring services for the purchased suit relating to the hemming of the trousers of the suit (to the value of approximately €10.00), the trimming of the leg (to the value of approximately €15.00) or the waistband of the trousers of the suit (to the value of approximately €12.00), and the shortening of the sleeves of the suit from underneath (to the value of approximately €15.00). Tailoring services can only be given for full-price suit (i.e. not on sale, discounted or in promo).

3.7. The discounts, services and benefits referred to in this article may be subject to variations and modifications by IRD at any time. Any changes will be immediately notified to subscribers via e-mail. In this regard, please refer to the provisions of 5.1 below.

4. Communications and personal data

4.1. Following membership of the Doppelgänger Club and subject to specific consent, the member will receive marketing communications relating to the loyalty program, updates on the same and marketing communications and promotions attributable to the Doppelgänger brand. Consent to receive marketing communications via SMS, e-mail and/or in-app notifications may be revoked by the subscriber at any time, either independently from the dedicated section in the App, or by writing an e-mail to ordini@doppelganger.it.

The personal data provided will be used to send to the Club Doppelgänger Members brand promotions, updates and news. Furthermore, the data will be entered into the Doppelgänger Customer Relationship Management (CRM) database, for the sole purpose of personalizing the contact and communication experience between the Member and the brand itself. Also for the aforementioned purposes, the consent may be revoked at any time.

4.2. The information on the processing of personal data by IRD can be consulted on the website www.doppelganger.it, in the dedicated section. The user's membership in the Doppelgänger Club is subject to the user's express approval of the processing of their personal data in favour of IRD in order to fulfil the obligations necessary for the program to function.

5. Miscellaneous

5.1. IRD reserves the right to modify and/or suspend at any time, even for certain periods and/or in part, these Regulations and General Conditions of the contract for joining the "Doppelgänger Club Loyalty Programme", the loyalty program and the related services. Any changes will be valid and effective, and will be considered approved by the member, after 10 (ten) consecutive days from their publication on the Website and/or in the App. In the event that the member does not accept the changes made, he or she will have the right to withdraw from the Doppelgänger Club, deleting his or her own registration. In this case, the early withdrawal of the subscriber from Doppelgänger Club will produce the effects referred to in Art. 2.3. of this deed.

5.2. Likewise, IRD reserves the right to temporarily suspend or cease definitively, at any time, this loyalty programme, giving notice on the Website and/or in the App, and/or at the points of sale by means of a suitable notice. These Regulations are always available for consultation on the Website and in the App. In the event of suspension or termination, IRD cannot be held responsible for the user's failure to use the points accumulated and not used, and the Member will not be entitled to any reimbursement, indemnity or compensation for the inability to use the services attributable to the Doppelgänger Club, or of the points, or for the suspension or early termination of the program. In no case will the points constitute the holder's right to obtain the equivalent value in currency.

5.3. IRD reserves the right to reverse or inhibit the use of points accrued until the member is cancelled from the program, as a result of fraud or abuse committed by the member, or violation by the same of these terms and conditions. Therefore, any abusive use of the loyalty program or use that harms the Doppelgänger image and brand, or even the violation of these regulations, may result in the immediate exclusion of the Member from the program itself, at the sole discretion of IRD, with the consequent loss of all rights deriving from it, including those already acquired and the loss of all points accumulated, except for any further right, action and reason on the part of IRD for the conduct carried out by the member. In that case, moreover, IRD will not be held responsible for your failure to use any accumulated and unused points, and the Member will not be entitled to any refund, indemnity, or compensation for his or her failure to use any services attributable to the Doppelgänger Club, or points, or for early termination of the program. In no case will the points constitute the holder's right to obtain the equivalent value in currency.

5.4. Express acceptance of these terms and conditions, and express consent to the processing of personal data in order for this program to function, are required for the user to join the Doppelgänger Club.

5.5. Any dispute concerning the interpretation, validity, execution and eventual termination of these regulations and/or concerning the Loyalty Program "Doppelgänger Club" will be referred to the exclusive jurisdiction of the Court of Rome and will be governed by Italian law, without prejudice to the applicability of other national laws deriving from mandatory rules.

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