General Terms and Conditions (Consumer)

(Updated on 4 June 2026)

These are the terms and conditions on which we supply goods to you if you are a consumer under applicable consumer laws. You are a consumer if you're an individual (not, for example, a company) and you're acting for purposes that are wholly or mainly outside your trade, business, craft or profession.

If you're not a consumer, then our General Terms and Conditions (Business) below apply instead: General Terms and Conditions (Business)

References in these terms to "we", "us" or "our" are to LRUK (Retail) Limited, which trades as La Redoute.

LRUK (Retail) Limited is a member of La Redoute Group and has its registered office at 2 Holdsworth Street, Bradford, West Yorkshire BD1 4AH. Its company registered number is 00110433.

You can find out more about La Redoute here: **www.laredoute-corporate.com**

LRUK (Retail) Limited is authorised and regulated by the Financial Conduct Authority (FCA) and its FCA reference number (FRN) is 312583.

Our contact details are set out below in the section headed "Customer service & complaints".

These terms and conditions include the sections listed below and you should read them carefully before submitting your order to us:

- **Our contract with you**
- **Price**
- **Delivery**
- **Descriptions**
- **Your use of goods**
- **Our responsibility to you for loss or damage as a consumer**
- **Returning goods to us**
- **LR Pay accounts**
- **Promotional codes (order codes)**
- **How we may use your personal information**

- **Customer service & complaints**
- **Other important terms**
- **Model Consumer Cancellation Form**

Our contract with you

Your order is only considered accepted, and a contract formed between us, when we dispatch the goods to you. There may be reasons why we're unable to dispatch goods to you (for example, because the goods are out of stock; if we identify a pricing error; if you have an LR Pay account and you have chosen to pay with that account, but you do not have enough available credit; or you have an LR Pay account and are behind with your payments.

We only deliver goods in the UK and to the Channel Isles, Isle of Man and to British Forces Posted Overseas (BFPO). We don't accept orders for addresses outside those territories. In relation to BREXIT and Northern Ireland, goods are being supplied on the basis they're intended for Northern Ireland. If they are transported onward outside of Northern Ireland (e.g. to Ireland), you're responsible for complying with any customs formalities and paying any duty and other sums payable.

Payments are taken and orders debited to LR Pay accounts as follows:

- If you choose to pay by credit card, debit card or PayPal, payment will be taken at the point you place your order.
- Generally, if you choose to pay using your LR Pay account, we will debit your account at the point goods are dispatched. However, for orders where goods are being dispatched directly from our suppliers, we may debit accounts at the point of order.

As stated above, orders are only accepted, and contracts formed, when goods are dispatched.

We may accept in full or part, or decline, any order for goods or request for credit. If we take payment for goods that aren't dispatched, we'll refund you.

We may restrict the quantity of goods sold in any one transaction or in multiple transactions.

Price

Prices (which include any applicable VAT or other sales tax) will be as indicated on the order pages when you placed your order. We use our best efforts to ensure that prices stated are correct but occasionally goods are incorrectly priced. If that happens, we may not dispatch your order or we may cancel the order after dispatch. If we do and we've taken payment, we will of course refund you.

As stated above, prices include any applicable VAT or other sales tax. If no VAT or other sales tax is chargeable or otherwise accountable to HM Revenue & Customs (HMRC) or similar tax authority, the price will remain the same unless we agree a discount. If tax rates change, a new tax, charge or levy is introduced, or previously exempt products become subject to VAT or other sales tax, we may change the price payable to reflect the change.

Delivery

Our standard delivery charges are as follows (the charge for your order will be displayed during the basket/checkout process):

- £4.99 per order for our click & collect service via EVRi ParcelShops (not available for certain items, e.g. furniture, electricals and some home textiles and accessories)
- £4.99 per order for home delivery of small items by an EVRi courier
- £9.99 per order for home delivery of lighter large items by an EVRi courier
- £14.99 per order for home delivery of large/bulky items using a 1-person home delivery service
- £19.99 per order for home delivery of large/bulky items using a 2-person home delivery service (excluding Northern Ireland).
- £49.99 per order for large/bulky item returns from home using a 2-person collection service from Northern Ireland.

You can also find information about delivery charges on individual product pages.

We charge an additional £1.99 for Next Day Delivery where that option is available and you choose it. Next day delivery is an additional service provided under a separate contract.

We may offer free delivery from time to time (e.g. free delivery if you choose our click & collect service when you spend £60 or more).

Orders are usually delivered within 3 to 7 days for standard items or 3 to 14 days for large or bulky goods. Some items are dispatched from France so there may occasionally be a small delay. If you have provided your email address to us, we will update you by email. Delivery times cannot be guaranteed.

If, due to circumstances beyond our reasonable control, delivery is delayed or we fail to deliver, we will not be liable for any loss or damage you may suffer but you can always cancel an order.

Descriptions

Images of goods on our website are for illustrative purposes. We take great care to display colours but we cannot guarantee a device's display will be completely accurate. Goods may vary slightly.

Some content distributed on our website (images, videos) may have been generated or edited using artificial intelligence. They are identified by the notice “AI-assisted creation” to ensure transparent information.

Your use of goods

All our goods are sold on the basis that they are suitable for domestic use.

The following section sets out our responsibility to you for loss or damage you may suffer.

Our responsibility to you for loss or damage

If you’re a consumer, we’re under a legal duty to supply goods in conformity with the contract. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking our contract but we’re not responsible for any loss or damage that isn’t foreseeable. Loss or damage is foreseeable if either it’s obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen.

We don’t exclude or limit our liability to you where it would be unlawful to do so. This includes, for example, liability for death or personal injury caused by our negligence, fraudulent misrepresentation, for breach of your legal rights in relation to goods

(including the rights under the Consumer Rights Act 2015 to receive goods as described; of satisfactory quality; fit for a purpose made known to us; correctly installed where installed by us; and for defective products under the Consumer Protection Act 1987).

Returning goods to us

Changing your mind. If you change your mind about a product, you must let us know no later than 21 days after the day on which you or someone acting on your behalf takes physical possession of the product. If your order is split into several deliveries over different days, the period runs from the day after the last delivery. If you cancel outside the 21-day cancellation period, we may refuse the return and return products to you at your cost, or we may accept the return but reduce your refund (e.g. to compensate for the reduced value of the product).

How to let us know. To let us know that you want to change your mind, you must inform us of your decision by a clear statement setting out your decision to cancel as required under the Consumer (Information, Cancellation and Additional Charges) Regulations 2013. You may use the model cancellation form at the end of these terms and conditions, but you do not have to use the model form. If you do use the form, we will acknowledge receipt of your cancellation as soon as we are able to. It is sufficient for you to communicate your decision to cancel to us before the cancellation period has expired.

Our contact details. You can contact us as follows:

- Post: Returns Dept, La Redoute, 2 Holdsworth Street, Bradford BD1 4AH
- Telephone: 033 0303 0199 (lines open Monday to Friday 9am – 5pm & Saturday 9am -12:30pm)
- Email: helpline@redoute.co.uk

Our returns service. If you wish, you can use our service to return goods by courier (e.g. EVRi, Panther) or, where available, using an EVRi ParcelShop. If you cancel part of your order and keep some items, we will not charge you for using our returns service or refund your delivery fee (if any). If you cancel your whole order and you were charged for delivery, we will refund up to the standard delivery fee for that delivery method (e.g. standard small item home delivery or EVRi ParcelShop) and deduct a returns charge from your refund (you will not need to make an additional payment for returns and we may simply set off delivery refunds against returns charges):

- £4.99 per order for EVRi ParcelShops returns
- £4.99 per order for returns from home using an EVRi courier

- £9.99 per order for lighter large item returns from home using an EVRi courier
- £14.99 per order for large/bulky item returns from home using a 1-person collection service
- £19.99 per order for large/bulky item returns from home using a 2-person collection service (excluding Northern Ireland).
- £49.99 per order for large/bulky item returns from home using a 2-person collection service from Northern Ireland.

Using your own returns method. You don't have to use our returns service. If you decide to use your own returns method, you must send them to us at your cost without undue delay and in any event not later than 14 days after the day on which you informed us of your decision to cancel. We recommend you use an established and reputable delivery service.

Proof of return. Whether you use our returns service or your own, we recommend that you keep a receipt or other evidence from the delivery service provider to prove you have sent it and when you sent it. If we don't receive the goods at all or within a reasonable time, we may not refund you for the price.

You should handle products only in a way which would be acceptable in-store. You must handle our products carefully in a way that would be acceptable in a shop (e.g. carefully trying on clothing without causing any damage or marks, and without removing price tags or other labels). If you don't do this, we may reduce your refund to compensate for the reduced value of the product (e.g. if the product is not "as new"; if price tags or other labels have been removed; if product-branded packaging is damaged; or if accessories are missing). In some cases, no refund may be due.

When and how we will refund you. If you cancel and return products to us, we will refund you as soon as possible and in any event within 14 days using the payment method you used to pay unless you and we agree otherwise. We do not charge fees for processing refunds. If we refund you for delivery, we will not refund any extra you paid for a nonstandard delivery option (e.g. next day delivery).

When you can't change your mind. You can't change your mind about the following:

- products made to your specifications, made to measure or clearly personalised
- unsealed pots of paint, including sample pots
- products sealed for health protection or hygiene reasons (e.g. pierced jewellery, cosmetics, toiletries, mattresses) if unsealed after delivery
- perishable items, such as plants and fresh flowers

- sealed audio or sealed video recordings or sealed computer software, once these products are unsealed after delivery (e.g. security stickers broken) • goods which become mixed inseparably with other items after delivery

  This doesn't affect your legal rights, including if goods don't match their description or are faulty.

Our high rate of returns policy. We may suspend or terminate your ability to place orders if we think the rate at which you return products, when compared, for example, to the number of products you've ordered and retained, is too high. If you meet our criteria, we'll notify you and we may offer to work with you to improve your returns. If you have a La Redoute Credit Account (e.g. LR PAY), we believe that a high returns rate could be an objectively justified reason to suspend, restrict or terminate the account for the purposes of Consumer Credit Act 1974, section 98A.

What to do if you have any questions. Please contact us using the contact details above.

LR Pay accounts

An LR Pay account is a credit agreement available subject to acceptance to UK residents aged 18+.

If you have an LR Pay account, your order will be added and will show on your statement. Please refer to your credit agreement for further information in relation to your account.

Promotional codes (order codes)

These codes tell us which promotion or special offer you're entitled to claim with your order. Codes are for you personally and remain our property at all times. Unless stated otherwise in code terms for the relevant offer, codes can only be used once and discounts may not be valid on certain products (e.g. sale items, Invité items, Web Exclusives, certain brands, certain products).

If you place more than one order using the same code, your first order only may be accepted. We reserve the right to restrict or refuse orders or substitute where necessary.
We reserve the right to take action to recover goods that have been dispatched by us following any abuse of codes and/or to adjust your account with us accordingly.

How we may use your personal information

It is important you understand how we use your personal information so we strongly advise that you read our Privacy Notice, which includes the following information:

- Who collects personal data?
- How the law protects you
- Who we share your data with
- Automated decisions, credit referencing & fraud prevention
- Your rights
- Overseas data transfers
- How long will my data be kept?
- What security measures are taken to protect my data?
- What should I know about data collected by social networks?
- Minors under 16 years
- Marketing
- Cookies, tags & trackers
- Who is the Data Protection Officer (DPO)?
- Changes to the Privacy Notice

Our Privacy Notice does not form part of this contract for the supply of products. If we make changes to it, we will notify you by updating the notice on our websites.

Customer service & complaints

We're committed to providing a high standard of service to all our customers and treating them fairly. There may be times when you feel we've not lived up to this. If this happens, we'd like to hear from you. Letting us know when you're unhappy with the service you experience gives us the opportunity to put things right and to improve our service in future for all. We're committed to working with you on your complaint to try to resolve it to your satisfaction:

- Post: Customer Services La Redoute
  2 Holdsworth Street
  Bradford BD1
  4AH
- Telephone: 033 0303 0199 (lines open Monday to Friday 9am – 5pm & Saturday 9am -12:30pm)
- Email: helpline@redoute.co.uk

For complaints about retail goods and services (e.g. product quality, delivery), under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, if we can't resolve your complaint using our internal complaints procedure, we must inform you: (i) that the matter cannot be settled, (ii) the name and website address of a relevant provider of Alternative Dispute Resolution (ADR) services, and (iii) whether we (La Redoute) are obliged to or prepared to make use of the relevant ADR provider. We're not obliged to use an ADR provider and, as we receive few complaints that aren't resolved, we have decided not to pay to subscribe to an ADR scheme at this stage.

We do, however, have a Primary Authority arrangement with West Yorkshire Trading Standards and you can find advice and information about your rights here: www.citizensadvice.org.uk

If you wish to make a complaint about a La Redoute credit account (e.g. an LR Pay account) or insurance policy, our contact details are as follows as a different team handles financial services complaints:

- Post: Complaints Team, La Redoute, 2 Holdsworth Street, Bradford, West Yorkshire BD1 4AH
- Telephone: 033 0303 0190 (lines open 10am to 4pm Monday to Friday except Thursday 12:30 to 4:pm)
- Email: complaints@redoute.co.uk

If you have a problem with your La Redoute credit account (e.g. an LR Pay account) or policy, please try to resolve it with us first. If you're not happy with our handling of your complaint or our decision, you may be able to complain to the Financial Ombudsman Service (FOS) but FOS will only consider your complaint if you've given us the chance to resolve it. FOS is a free, independent service for settling disputes between financial businesses and their customers. FOS can deal with complaints about a wide range of financial issues, including the sale of insurance. Their details are as follows:

- Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR
- Telephone: 0800 0234567 (free from mobiles and landlines)
- Telephone: 0300 1239123 (cost no more than calls to 01 and 02 numbers)
- Email: complaint.info@financial-ombudsman.org.uk.
- Website: www.financial-ombudsman.org.uk

If you've not already been through our internal complaints process, FOS will refer you back to us so that we can consider your complaint in the first instance.

Other important terms

This contract is between you and us. No other person will have any rights to enforce any of its terms. Neither we or you will need the agreement of any other person to end the contract or make changes to these terms.

Each of the paragraphs of these terms operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

We reserve the right to amend these terms and conditions if necessary. You will be subject to the terms and conditions that apply at the point you order.

The laws of England and Wales apply to this contract and contact with you before the contract is made. Any dispute can be dealt with by an English or Welsh court unless your address is in:

- Scotland (in which case it will be dealt with by the courts of Scotland); or
- Northern Ireland (in which case it will be dealt with by the courts of Northern Ireland).

These terms are provided in English only and we'll communicate with you in English.

Model Consumer Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To Customer Services, La Redoute, 2 Holdsworth Street, Bradford, BD1 4AH; Telephone 033 0303 0199; Email: helpline@redoute.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],
Ordered on [*]/received on [*],
Name of consumer(s),
Address of consumer(s),
Signature of consumer(s) (only if this form is notified on paper), Date

[*] Delete as appropriate

General Terms and Conditions (Business)

(Updated on 4 June 2026)

These are the terms and conditions on which we supply goods to you if you're not a consumer under applicable consumer laws. Consumers are individuals (not, for example, a company) who are acting for purposes that are wholly or mainly outside their trade, business, craft or profession.

If you're a consumer, our General Terms and Conditions (Consumers) above apply instead: General Terms and Conditions (Consumers)

As in our consumer terms, references in these terms to "we", "us" or "our" are to LRUK (Retail) Limited, which trades as La Redoute.

LRUK (Retail) Limited is a member of La Redoute Group and has its registered office at 2 Holdsworth Street, Bradford, West Yorkshire BD1 4AH. Its company registered number is 00110433.

You can find out more about La Redoute here: **www.laredoute-corporate.com** LRUK (Retail) Limited is authorised and regulated by the Financial Conduct Authority (FCA) and its FCA reference number (FRN) is 312583.

Our contact details are set out below in the section headed "Customer services & complaints".

These terms and conditions exclusively govern the relationship between you and us. By placing an order for goods, you accept that these terms and conditions apply to the exclusion of all other terms and conditions, including any terms and conditions of purchase you may have (for example, included with purchase orders).

You agree that you are buying goods for your use only and not for resale.

These terms and conditions include the sections listed below and you should read them carefully before submitting your order to us:

- **Orders**
- **Your La Redoute B2B account**
- **Products**

- **Price**
- **Payment**
- **Delivery**
- **Retention of title**
- **Transfer of risk**
- **Product inspection**
- **Defects not apparent on reasonable inspection**
- **Responsibility & limitation of liability**
- **Things beyond our reasonable control** • **Promotional codes (order codes)**
- **How we may use personal information**
- **Fight against corruption**
- **Confidentiality**
- **Customer service & complaints**
- **Other important terms**

Orders

You may place orders by such means as we allow from time to time (e.g. using our website or app, by phone or by email). You can't cancel orders after we've accepted them unless we expressly agree to this in writing.

We're not obliged to accept orders you place or give you credit so that you can pay over a longer period. We may also cancel orders in whole or part at any time. Examples of when we might cancel orders include if we don't have sufficient stock available or there has been an error, such as with pricing. If we take payment for goods but don't supply them to you, we will of course refund you.

We only deliver goods in the UK and to the Channel Isles and Isle of Man. We don't accept orders for addresses outside those territories. In relation to BREXIT and Northern Ireland, goods are being supplied on the basis they're intended for Northern Ireland. If they are transported onward outside of Northern Ireland (e.g. to Ireland), you are responsible for complying with any customs formalities and paying any duty and other sums payable, which is also the case if you decide to export goods from other parts of the UK or otherwise.

We may restrict the quantity of goods sold in any one transaction or in multiple transactions.

Your La Redoute B2B account

You agree to use your "business to business" (B2B) account to order goods for purposes within the scope of your business/professional activity only and for your use and not for resale. We reserve the right to suspend use of La Redoute B2B accounts for any reason.

Products

We'll describe the essential characteristics of our goods with reasonable care. You must decide whether they're suitable for you before you place your order. We don't accept responsibility for helping you with that decision. Please remember that many products we sell are intended for non-intensive domestic use by consumers rather than more intensive use in a business environment.

If you plan to install products in premises open to the public, you must check for any legal or other requirements to ensure our products are suitable.

Inappropriate use (e.g. use not in accordance with instructions or recommendations, in manuals, etc.) is at your risk. We don't accept responsibility for inappropriate use. Goods we sell should comply with applicable laws in the UK. If you wish to export our goods, you'll need to ensure they comply with laws in the country of destination.

Some content distributed on our website (images, videos) may have been generated or edited using artificial intelligence. They are identified by the notice "AI-assisted creation" to ensure transparent information.

Price

You can review current prices on our website (www.laredoute.co.uk) or app, but prices will be as agreed when orders are accepted. Unless otherwise stated/agreed (e.g. prices on our UK website and app include applicable VAT):

- prices exclude amounts in respect of VAT, which you will additionally be liable to pay at the prevailing rate; and
- prices exclude the costs and charges of packaging, insurance and transport of products, which we may also invoice to you.

We may by giving notice to you at any time before delivery increase prices to reflect any increase in costs that are due to:

- any factor beyond our control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
- any request from you to change the delivery dates, quantities or types of products ordered; or
- any delay caused by instructions from you or your failure to give adequate or accurate information or instructions.

Any discounts agreed with you may be indicated on your order form/invoice. If a price we provide includes VAT or other sales tax but no VAT or other sales tax is chargeable or accountable to HM Revenue & Customs (HMRC) or similar tax authority, the price will remain the same unless we agree a discount. If tax rates change, a new tax, charge or levy is introduced, or previously exempt products become subject to VAT or other sales tax, we may change the price payable to reflect the change.

Payment

Terms of payment

You must pay by such method as we may allow from time to time (e.g. credit card or bank transfer) before we dispatch goods to you unless we agree different terms.

If we agree payment terms with you allowing you to pay later than when you order, deterioration in your credit status/financial standing may, at any time, justify:

- requiring you to pay when you order and before dispatch of products;
- suspending or cancelling delivery of orders accepted but not yet delivered;
- asking you to provide other security to guarantee payment (guarantee, bank guarantee, etc.).

Late payment

If you fail to make a payment due to us by the due date, then without limiting our other remedies, you will pay interest on the overdue sum from the due date until payment, whether before or after judgment. Interest under this provision will accrue each day at 4% a year above the Bank of England's base rate from time to time or at 4% a year for any period when that base rate is below 0%.

Failure to pay may also result in:

- you being required to pay all outstanding debts immediately;

- the right for La Redoute to suspend or cancel orders not yet delivered; • La Redoute exercising our rights under the "Retention of Title" clause below. • Set-off

Without prejudice to any other right or remedy we or you may have, we or you may set off sums owed against those owed to the other party.

Delivery

We'll deliver as agreed when we accept your order. We'll try to meet any delivery times agreed but we won't be in breach or obliged to compensate you if deliveries are delayed.

Our standard delivery charges are as follows for smaller orders placed on our website/app (unless otherwise agreed, the charge for your order will be as displayed during the basket/checkout process):

- £4.99 per order for our click & collect service via EVRi ParcelShops (not available for all orders)
- £4.99 per order for delivery by an EVRi courier
- £9.99 per order for delivery of lighter large items by an EVRi courier
- £14.99 per order for delivery of large/bulky items using a 1-person delivery service
- £19.99 per order for delivery of large/bulky items using a 2-person delivery service (excluding Northern Ireland).
- £49.99 per order for delivery of large/bulky items using a 2-person delivery service to Northern Ireland.

You can also find information about delivery charges on individual product pages.

Other delivery charges may be agreed (e.g. for larger orders). We may also offer free delivery.

Retention of title

We remain the owner of goods you purchase until you have both paid for all of them in full and also paid all other monies due to us under any contract or arrangement. You agree that we can enter your premises at any time where products are located so that we can retrieve and resell them if they are not paid for. Until title passes to you under this provision you must:

- keep products separate and clearly identifiable as belonging to us;
- not remove any branding or identifying marks;
- keep them fully insured for their full replacement value against any loss, damage or destruction;
- not sell, transfer, charge, mortgage, pledge or grant any lien over, the products.

This applies to all goods we supply and money owing in respect of any transaction.

Transfer of risk

If we're delivering goods to your address using our couriers, risk will pass to you on delivery at your address. If we're delivering for click & collect via Evri ParcelShops, risk will pass to you when the goods are collected at the ParcelShop.

If you or someone acting on your behalf (e.g. your courier) are collecting products from us, risk will pass to you when the products are collected.

You are responsible for protecting and insuring goods against loss, damage or destruction from the point when risk transfers to you.

Product inspection

You agree to carry out the following checks:

- You will ensure that the external condition of packages and the quantity of packages delivered are checked on delivery. If there are any problems, you must inform our courier (where we engage a courier to deliver the order to your address) on delivery and in all cases notify us within 2 working days.
- You will ensure that packages are opened and the quantity and quality (that there are no apparent defects, etc.) of goods are checked within 2 working days of delivery. If there are any problems, you must notify us within a further 2 working days (in total, within 4 working days of delivery).

If required by us, you must provide reasonable evidence of any problems with deliveries/goods. We reserve the right to carry out our own inspections to seek to verify any claims.

Once proven to our reasonable satisfaction that goods were missing or defective, we will do as follows:

- **Missing products:** We will at our option send a replacement, credit you, or refund you.
- **Defective products:** We will at our option send a replacement, try to repair the item, credit you, or refund you, but we'll only do this if the item is notified as defective within 30 days of delivery and the warranty we give you is therefore limited to this 30 day period. After that period, products are at your risk.

If products are delivered in excess of quantities ordered, we'll arrange collection of the excess. If you don't allow us to collect them, we may invoice you for the excess and you'll pay our invoice within 14 days of invoice date.

Defects not apparent on reasonable inspection

We also guarantee products against hidden defects for 30 days from delivery. Again, you must provide reasonable evidence of defects. We reserve the right to carry out our own inspections to seek to verify any claims that products are defective. Once proven to our reasonable satisfaction that products are defective, we will provide the same remedies as under the "Product Inspection" section above.

Responsibility & limitation of liability

The limits and exclusions in this section reflect the insurance cover we've been able to arrange. You're responsible for arranging your own insurance for any other liability. We do not limit our liability to you for fraud/fraudulent misrepresentation, for death or personal injury caused by our negligence (including our employees acting in the course of their employment), for breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982, or for any other liability which may not be limited or excluded under applicable laws.

Our liability for defective products will be limited to repair, replacement, refund, or credit as set out in the "Product Inspection" section above. Our liability is otherwise limited and excluded in accordance with this section.

Subject to the paragraph above about liability that is not limited (fraud, etc.), we do not accept any liability and hereby exclude all liability for the following types of loss:

- loss of profits;
- loss of revenue;
- loss of sales or business;
- loss of agreements or contracts;

- loss of anticipated savings;
- wasted expenditure;
- loss of use or corruption of software, data or information;
- loss of or damage to goodwill or reputation;
- special, indirect or consequential losses.

Subject to the above provisions of this section, our maximum aggregate liability (including the cost of providing remedies under the “Product Inspection” section above) under these terms and conditions or otherwise is limited to the price paid for the goods and services that have given rise to the claim.

You agree the above provisions are reasonable in the circumstances, including the remedies set out in these terms and conditions.

Things beyond our reasonable control

Neither party will be in breach of contract or otherwise liable for any failure or delay in the performance of its obligations if such delay or failure results from an event, circumstance or cause beyond a party's reasonable control. The time for performance of such obligations will be extended accordingly. If the period of delay or non-performance continues for 1 month, the party not affected may terminate the contract by giving 30 days' written notice to the affected party.

Promotional codes (order codes)

These codes tell us which promotion or special offer you may be entitled to claim with your order (if any). If we give you a code, they are for you personally and remain our property at all times. Unless stated otherwise in our code terms for the relevant offer, codes can only be used once and discounts may not be valid on certain products (e.g. sale items, Invité items, Web Exclusives, certain brands, certain products).

If you place more than one order using the same code, your first order only may be accepted. We reserve the right to restrict or refuse orders or substitute where necessary.

We reserve the right to take action to recover goods that have been dispatched by us following any abuse of codes and/or to adjust your account with us accordingly.

How we may use personal information

It is important you understand how we use your personal information so we strongly advise that you read our Privacy Notice.

Our Privacy Notice does not form part of this contract for the supply of products. If we make changes to it, we will notify you by updating the notice on our websites.

When ordering, personal data about you or your employees may be collected by La Redoute in accordance with data protection laws. Our processing of personal data may involve transfers outside the UK to other countries (e.g. EU member states). Both parties agree to comply with applicable data protection and privacy laws.

Fight against corruption

You agree on your own behalf and on behalf of your employees, subsidiaries, subcontractors to comply with all applicable laws and regulations in the fight against corruption, including the Bribery Act 2010 and the Loi Sapin II (Law No. 2016-1691 of 9 December 2016) which is a similar French law on transparency, the fight against corruption and the modernisation of economic life and applies to us as a subsidiary of a French company, and any other applicable laws.

Also, you agree as follows:

- not to engage in any activity of corruption, trading in influence, extortion, embezzlement or any other conduct that does not comply with applicable laws;
- to establish and maintain adequate ethics and anti-corruption policies and procedures;
- to inform us immediately, and at the latest within seventy-two hours (72 hours), of any matter that could result in obtaining an undue advantage, financial or otherwise in breach of applicable laws;
- to provide all necessary assistance to respond to requests from an authorised authority relating to the fight against corruption.

If you do not comply with this section, we may terminate our contract with you for breach by notice in writing and cancel any outstanding undelivered orders.

Confidentiality

The parties agree that they will not disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party except as permitted by these terms and conditions. Each party may disclose the other party's confidential information:

- to its employees, officers, representatives, contractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the contract. Each party will ensure that its employees, officers, representatives, contractors or advisers to whom it discloses the other party's confidential information comply with these provisions; and
- as may be required by law, a court of competent jurisdiction or governmental or regulatory authority.

No party shall use the other party's confidential information other than to perform the contract between them which is subject to these terms and conditions.

Customer service & complaints

We're committed to providing a high standard of service to customers. There may be times when you feel we've not lived up to this. If so, we'd like to hear from you:

- Post: Customer Services La Redoute
  2 Holdsworth Street
  Bradford BD1
  4AH
- Telephone: 033 0303 0199 (lines open Monday to Friday 9am – 5pm & Saturday 9am -12:30pm)
- Email: helpline@redoute.co.uk

Other important terms

Our website and other La Redoute Group materials, whether visual or audio, including underlying technology, are protected by copyright, trademarks or patents. Similarly, trademarks, logos, designs and models appearing on the website are the exclusive property of La Redoute Group or third parties. Their disclosure shall in no way be construed as granting any license or right to use any such intellectual property rights. The contract between us which incorporates these terms and conditions constitutes the entire agreement between us with respect to its subject and supersedes any

other agreement or document. Unless otherwise stated in these terms and conditions, no variation of the contract will be effective unless it is in writing and signed by authorised representatives of each party.

The contract is between you and us. No other person will have any rights to enforce any of its terms. Neither we nor you will need the agreement of any other person to end the contract or make changes to these terms.

Neither party is entitled to assign or otherwise transfer any of its rights or obligations to a third party unless it has first obtained the written consent of the other party. All notices must be sent by registered post or by email to the addresses for notices notified by a party to the other.

Each of the sections of these terms and conditions operate separately. If a court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

We reserve the right to amend or replace these terms and conditions. You will be subject to the terms and conditions that apply at the point you order.

Our contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.