

Module 2 – Terms and Conditions for Commercial Assistance Services

Object	- Assisting End Customers with their queries relating to the tracking of their orders for Eligible Products ordered by the End Customer from Marketplace Sellers on Fnac Darty Digital Marketplaces, excluding any other Digital Marketplaces. The call is handled by Commercial Assistance Advisors (hereinafter the "Commercial Assistance Advisors"); - For the mere information of the Marketplace Seller, to date, Commercial Assistance Services have been subcontracted by Weavenn to Fnac Darty Participations & Services.
1. Definition of Eligible Products	All categories of Products eligible for e-fulfillment Services, provided that the End Customer has a valid proof of purchase and a valid warranty certificate from the Marketplace Seller.
2. Territory	Metropolitan France. Weavenn may change the Territory from time to time.
3. Information to be provided by the Marketplace Seller in its Seller Area	- The Marketplace Seller accepts the End Customer dispute management policy proposed by Weavenn at Appendix 2.1; - or, it being specified that this is a paying option, the Marketplace Seller may choose to ask to apply its own policy for handling complaints and disputes (refunds, returns, commercial gestures, etc.). At the Marketplace Seller's request, Weavenn will draw up an estimate for prior approval by the Marketplace Seller. Once the quote has been validated, the Marketplace Seller will communicate on its Seller Area the terms and conditions of its own policy (refund, return, commercial gesture, etc.) which Weavenn will apply; As part of this paying option, the Marketplace Seller can also communicate a pre-established customer message that it would like the Sales Support Advisors to communicate to End Customers when they call.
4. Commercial Assistance Services	- Commercial Assistance Services are provided by Commercial Assistance Advisors by text message and telephone; - End Customers should contact the Commercial Assistance Advisors to make the following requests, without this list being exhaustive: - Claims concerning Eligible Products; - Tracking orders for Eligible Products; - Questions relating to Eligible Products; - Transport disputes; - Returns management; - Withdrawal management; - Commercial gestures; - Refunds; In the event of a dispute or claim:: - the Marketplace Seller is informed of the dispute or complaint, has access to the exchanges between the End Customer and the Commercial Assistance Advisors and may, at any time, decide to intervene directly with the End Customer ; - Weavenn acts as a service provider to the Marketplace Seller with a view to find a solution to the dispute with the End Customer that is satisfactory to the Marketplace Seller (it being noted that by definition, any solution that complies with the End Customer dispute management policy accepted by the Marketplace Seller hereunder, or that complies with its own policy, is deemed to be satisfactory to the Marketplace Seller). Any solution not provided for in the policy accepted by the Marketplace Seller or in the Marketplace Seller's policy may only be proposed by Weavenn to the End Customer with the agreement of the Marketplace Seller; - At the end of each intervention, the Commercial Assistance Advisors send the End Customer a message summarising his request - The opening hours of the Commercial Assistance Department are: from 9am to 7pm, at least 6 days a week – Monday to Saturday (excluding public holidays);

5. Conditions for returning Eligible Products	• The Marketplace Seller expressly authorizes Weavenn to manage returns at its discretion. Weavenn will handle all returns related to End Customer retractions (whether or not within the legal timeframe), transport disputes, and damage, loss or theft related to transport; • As part of the Commercial Assistance Services, Weavenn is not responsible for processing End Customer requests relating to legal warranties of conformity, commercial warranties, and all matters relating to the commissioning of the Eligible Product, the use of the Product, its use or breakdowns, and any after-sales service. The Marketplace Seller is responsible for accepting returns of Eligible Products in accordance with the applicable regulations and the general terms and conditions of sale accepted by the End Customer. These returns will be handled directly by the Marketplace Seller with the End Customers. Weavenn will then redirect the End Customer to the Marketplace Seller.
6. Claims	• Weavenn undertakes, in the event of a complaint from an End Customer, to investigate the circumstances that gave rise to the dispute in order to identify its origin; • The Marketplace Seller may ask Weavenn for proof of any reimbursement made or any resolution of an End Customer's request; • In the event of disagreement over the outcome of an End Customer's complaint, the Parties shall use their best efforts to resolve the dispute amicably; • However, it is expressly stipulated that the Marketplace Seller will not be able to make any claims relating to a decision taken within the framework of the Commercial Assistance Services, beyond thirty (30) days after receipt by Weavenn of the End Customer's claim (foreclosure period).
7. Reimbursement protocol	• Weavenn acts as on behalf of the Marketplace Seller in accordance with current regulations; • Weavenn may therefore be required to issue refunds for disputes on the following subjects relating to Eligible Products: ◦ Exercising the right of withdrawal; ◦ Lost product; ◦ Damaged product; ◦ Non-compliant product reference. In this context, any amount paid by Weavenn in application of these instructions is paid in the name and on behalf of the Marketplace Seller, who undertakes to reimburse Weavenn without delay upon presentation of proof of payment. Please note that this reimbursement may be made by SEPA direct debit or compensation, as provided for in article 13.4 of the Terms and Conditions of Sale ("Terms of Payment for Weavenn Services").
Module 2 appendices	Appendix 2.1: Weavenn's proposed policy for managing disputes with End Customers

Module 2 Appendix 2.1. – Weavenn's proposed End Customer dispute management policy		
1. Article declared not received by the customer	PREREQUISITES	• Customer enquiries (calls, messages, complaints) • Any order value (no threshold) • Estimated delivery date exceeded (EDD max)
	LITIGATION CONTEXT	The End Customer has not received the product OR parcel tracking blocked
	DOCUMENTS REQUESTED FROM THE END CUSTOMER	• Certificate of non-receipt (LND) • Identity document (CNI)
	ACTION WEAVERN	Verification of tracking and carrier investigation
	RESPONSE TO THE END CUSTOMER	• CASE 1: Signed delivery note (with signature similar to the documents sent) and carrier investigation with proof of signature → Customer rejected • CASE 2: Signature missing (or different from documents sent) and/or parcel blocked/lost → Preferred solution: shipment of a new product → Alternative solution: reimbursement • CASE 3 : Customer does not reply within 7 days despite reminders → Client rejected
2. Customer's right of withdrawal (product received)	PREREQUISITES	• Customer enquiries (calls, messages, complaints) • Any type of order delivered or refused on delivery • 14-day period respected (from delivery of the goods ordered)
	LITIGATION CONTEXT	The product is with the customer (delivery accepted).
	DOCUMENTS REQUESTED FROM THE END CUSTOMER	Photo of the product received: the product must be complete and in its original condition (packaging, accessories, instructions, etc.).
	ACTION WEAVERN	Checking the product on receipt
	REPONSE APPORTEE AU CLIENT FINAL	• CASE 1: the product is not unpacked (new condition) → Product returned to stock → Reimbursement • CASE 2: the product is damaged (missing packaging, used product, etc.) → The product is put aside in the warehouse → Partial refund (5% discount on an editorial product and 10% for other products)
3. Customer right of withdrawal (product refused)	PREREQUISITES	• Customer enquiries (calls, messages, complaints) • Any type of order delivered or refused on delivery • 14-day period respected (from delivery of the goods ordered)
	LITIGATION CONTEXT	The product was refused on delivery.
	ACTION WEAVERN	Checking product return tracking

	RESPONSE TO THE END CUSTOMER	- CASE 1: The product is intact → Product back in stock → Reimbursement - CASE 2: the product has been damaged during transport → The product is put aside in the warehouse → Refund
4. Item not as described	PREREQUISITES	- Customer enquiries (calls, messages, complaints) - The product received is different from the one ordered: wrong colour / wrong number of items / wrong part number
	LITIGATION CONTEXT	Customer has received the wrong product.
	DOCUMENTS REQUESTED FROM THE END CUSTOMER	Photo of the product received: the product must be the wrong colour / not in the number of items ordered / be a different product to the one ordered.
	ACTION WEAVERN	- Verification of the product reference sent to the warehouse - Issue of a pre-paid label to the customer
	RESPONSE TO THE END CUSTOMER	- Preferred solution: commercial gesture (editorial product: 5%, technical product: 10%) - Alternative solution: return of the product and reimbursement
5. Article damaged during transport	PREREQUISITES	- Customer enquiries (calls, messages, complaints) - Any order value (no threshold) - Declaration broken within 72 hours (AND/OR reservations made)
	LITIGATION CONTEXT	Customer receives a product broken during transport.
	DOCUMENTS REQUESTED FROM THE END CUSTOMER	Photo/video of the product received: checking the packaging and/or the working order of the product.
	ACTION WEAVERN	- Check the delivery note to identify whether any reservations have been made - Issue of a pre-paid label to the customer
	RESPONSE TO THE END CUSTOMER	- CASE 1: The customer has expressed reservations → Preferred solution: commercial gesture (editorial product: 5%, technical product: 10%) → Alternative solution: return of the product and reimbursement - CASE 2: The customer contacted us within 72 hours → Preferred solution: commercial gesture (editorial product: 5%, technical product: 10%) → Alternative solution: return the product and get your money back
6. Order cancellation	PREREQUISITES	Customer enquiries (calls, messages, complaints)
	LITIGATION CONTEXT	The customer wishes to cancel an order that has already been debited.
	RESPONSE TO THE END CUSTOMER	It is not possible to cancel the order, in which case the customer will have to refuse the order or exercise their right of withdrawal (see "Customer right of withdrawal").