

GENERAL CONDITIONS OF SALE FOR SUBSCRIPTIONS

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The subscription was initially organised from 17 February to 17 May 2016. The EPV wished to extend it until 17 June 2016 (23h59 for all orders via the website / the postmark attesting to the date for all orders by subscription order form) subject to availability of 50 bottles. The delivery and collection times originally planned (between 1 July and 1 August 2016) will not however be changed in consequence.

These general conditions of sale of the Etablissement Public du Château, du Musée et du Domaine National de Versailles (hereinafter referred to as the “EPV”) define the rights and obligations of the parties for every order of the Guerlain parfum “Bouquet de la reine” (hereinafter referred to as the “Parfum”) made by a customer (the “Customer”).

Subscriptions can be made:

- Through a subscription warrant. Subscription warrants must be sent between 17 February and 17 May 2016 (as shown on the postal stamp). EPV cannot honour any order sent after this date.
- Online at www.bouquetdelareine.chateauversailles.fr (hereinafter the “Site”) between 17 February 2016 (midnight in Paris) and 17 May 2016 (23:59 in Paris). The Site services are offered internationally in French, English and Japanese

All Customers can contact Customer Services:

1. On the following telephone number: +33 (0)2 18 54 12 67 (Phone calls from a landline will be charged at the price of a local call in metropolitan France; from the French overseas departments and abroad, costs will depend on the operator)

The opening hours are 8 am to 12 pm and 2 pm to 5 pm, Monday to Friday (excluding public holidays).

2. To the following email address: bouquetdelareine@chateauversailles.fr.

The products sold are reserved for the end user for a strictly personal use and cannot be resold

Article 1 Ordering and price

1.1 Ordering

a – Order with a subscription slip

The Customer orders one or several Perfume(s) by completing the special subscription warrant and returning it to EPV at the following address: Château de Versailles – Agence Comptable – RP 834 – 78008 Versailles Cedex – France, or by leaving it at one of the following points of sale:

1. Librairie des Princes gift shop (Palace of Versailles)
2. Boutique Guerlain, 68 Avenue des Champs-Élysées, 75008 Paris

The order shall not be final until payment has been received by EPV. Full and unreserved acceptance of these General Conditions of Sale is mandatory for all orders, thus the Customer must tick the relevant box on the subscription slip.

b – Ordering through the Site

After confirming the content of their order, the Customer must validate it by paying the corresponding price. The order shall not be final until payment has been received by EPV. Full and unreserved acceptance of these General Conditions of Sale is mandatory for all orders, thus the Customer must tick the relevant box before confirming the content of their order.

c - Parfum sample

The Customer can test the perfume at Boutique Guerlain, 68 Avenue des Champs-Élysées, or in the Palace of Versailles Librairie des Princes gift shop. The Customer can also request to be sent a free perfume sample to their home through the custom form on the “Contact” tab of the site bouquetdelareine.chateauversailles.fr Only one perfume sample will be sent per person and per home.

d - Numbering

Each Perfume bottle ordered will be numbered. Guerlain and EPV will appoint a number to each Perfume and the Customer cannot choose. Numbering will be random. The Customer will find out the number of their Perfume(s) when they receive it/them.

1.2 Price

The total amount of the order, including shipping fees, will be indicated:

- on the subscription slip, when calculated by the Customer
- online, before paying for the order For online orders, once the order is validated, prices and fees will be accessible in the “My Account” section of the website.

EPV reserves the right to change Perfume prices at any time, but Perfumes ordered will be invoiced based on the prices set at the time of placing the order.

For all orders or deliveries made outside of French territory, the Customer shall cover all fees, taxes and rights that may be applicable under local law, and shall perform all related procedures and declarations. We suggest that the Customer should get informed of such aspects by the Local Authorities.

Article 2 Payment – Order confirmation

2.1 Paper subscriptions

For all orders made by subscription warrant, the Customer shall make payment via one of the following three payment methods:

- by cheque, made out to the accounting officer of EPV
- by bank transfer, made out to Guerlain – Le bouquet de la Reine
IBAN: FR76 1007 1780 0000 0010 0398 661 – BIC: TRPUFRP1
- By bank card to the following telephone number: (+33)01.30.83.78.39

Should the Customer choose to make payment by cheque, the Customer should attach the subscription warrant and:

1/ return both to the following address: Château de Versailles – Agence Comptable – RP 834 – 78008

Versailles Cedex – France

2/ deliver both (cheque and subscription warrant) to:

1. Librairie des Princes gift shop (Palace of Versailles)
2. Boutique Guerlain, 68 Avenue des Champs-Élysées, 75008 Paris

If deposited at one of the two locations indicated below, the subscriber must sign a register proving that payment has indeed been made.

The Customer's bank account shall be debited upon receipt of the cheque or bank transfer, or directly by bank card. The order shall be considered effective after confirmation of the authorisation by the

two bank payment centres.

EPV shall systematically confirm each Customer's order by sending an email or letter. EPV shall keep a copy of the transaction receipt for 5 years, plus any limitation periods in force. EPV shall file the receipt on a reliable and durable media constituting a true copy pursuant to the provisions of Article 1348 of the French Civil Code. The parties shall consider the subscription warrants as proof of communications, orders, payments and transactions between the parties.

2.2 Online subscription

The payment cards currently accepted are: CB, Visa, MasterCard, JCB and American Express. The payment partner is MERCANET, a secure online payment service in the BNP group, registered at 16

Boulevard des Italiens, 75009 Paris, and registered in the Paris Trade and Companies Registry under number 662,042,449.

The Customer's bank account shall be debited upon issuance of the order, which shall be considered effective after confirmation of the authorisation by the two bank payment centres.

The Customer warrants that it is fully authorised to use the payment card supplied to pay for its order and that this card will provide access to sufficient funds to cover all costs resulting from use of the Site services.

EPV shall systematically confirm each Customer's order by sending an email. The Customer can print the order confirmation as proof of the transaction.

MERCANET shall keep a copy of the transaction receipt for 5 years, plus any limitation periods in force.

MERCANET shall file the receipt on a reliable and durable media constituting a true copy pursuant to the provisions of Article 1348 of the French Civil Code. The parties shall consider records stored on the Site as proof of communications, orders, payments and transactions between the parties.

2.3 Security of online payments on the Website

The Site is covered by one of the most reliable security systems to date. The Site has adopted SSL encryption (Secure Socket Layer) from the company MERCANET and has strengthened all blocking and encryption procedures to provide the most efficient protection possible on all sensitive data linked to the payment methods. EPV never has access to confidential information related to the Customer's payment method.

In fact, only Yvelines Treasury and MERCANET hold the confidential information (card number, expiry date), which are inaccessible by third parties.

Article 3 Delivery/Collection from the shop

Depending on the option chosen:

1. Either the Perfume can be delivered to the Customer (delivery charge listed below)
2. Or the Customer can take possession of their Perfume from a chosen delivery point, such as:
 - Boutique Guerlain, 68 Avenue des Champs-Élysées, 75008 Paris
 - Librairie des Princes – Cour d'Honneur, at the Palace of Versailles

The form of receipt (delivery or collection) cannot be changed after the order has been registered.

3.1 Delivery methods, time frames and fees

EPV delivers packages throughout Metropolitan France, to the French overseas departments, Monaco, Corsica and abroad. The Perfumes shall be sent to the delivery address that the Customer provides on the subscription warrant, or on their online subscription. When a package leaves the warehouses, it shall be routed by La Poste (“Colissimo”) or TNT.

For delivery to an address the Customer shall be informed by email or by letter of the shipment of the package stating:

- that an original invoice including delivery charges and VAT is available online at the Site in the “My Account” section, and that a copy of the invoice will be included with the package (together with the withdrawal form);
- the tracking number for the package.

Packages sent by Colissimo can be tracked online at www.colissimo.fr

Packages sent by TNT can be tracked online at www.colissimo.fr

Delivery charges are listed under the following criteria:

Metropolitan France and Corse: €30

European Union: €80

Other: €110

The delivery period is from 1 July 2016 to 1 December 2016 at the latest, given that the Perfumes are only made when subscribers place an order.

3.2 Delays in delivery

Pursuant to Article L138-2 of the French Consumer Code, if the Customer has not received their order within the period stated on the subscription warrant or within the period stated for the “delivery” stage of their order, they can contact Customer Services on the following telephone number: +33 (0)2 18 54 12 67 (Phone calls from a landline will be charged at the price of a local call in metropolitan France; from the French overseas departments and abroad, costs will depend on the operator), or at the following email: bouquetdelareine@chateauversailles.fr to request EPV to make the delivery within a reasonable period. EPV's Customer Services will open an enquiry with the carrier and then inform the Customer.

- If the package is found, it will then be sent to the Customer: in this case the receipt procedure will follow its normal course (handover of the package or delivery notification, etc.).
- If the package is declared lost, EPV will then advise the Customer within 48 hours after receipt of the information request from the Customer.

Two solutions will then be offered to the Customer:

■ If stock is available, EPV may suggest to the Customer to send them an identical product to the one ordered, as soon as possible. EPV will cover shipping costs for this product. EPV will include a waiver form in the package whereby the Customer undertakes to return the first package to EPV (the Perfume box(es) should not be opened) should the first package be received after shipping the second package. EPV will refund the Customer by bank transfer for returning the first package to EPV, using the bank details reported by the Customer when returning the package initially ordered.

■ The Customer can request to cancel their order through Customer Services on the following telephone number: +33 (0)2 18 54 12 67 (Phone calls from a landline will be charged at the price of a local call in metropolitan France; from the French overseas departments and abroad, costs will depend on the operator), or at the following email: bouquetdelareine@chateauversailles.fr The order shall be considered cancelled from the moment EPV receives notification. The Customer shall be refunded the amount of their order and delivery charges by bank transfer or crediting to the payment means used for the order and in the conditions below. Following the refund, EPV shall send the Customer a waiver form through which the Customer undertakes to return the Perfume to EPV in

the event that the Customer does receive the Perfume ordered initially. EPV will refund the Customer by bank transfer for returning the package to EPV, using the bank details reported by the Customer when returning the package initially ordered.

Pursuant to Article L138-3 of the French Consumer Code, EPV shall refund the Customer the price of the Perfume(s) ordered and delivery charges no later than 14 days following cancellation of the order.

The amount transferred by the Customer shall automatically be 10% if the refund occurs later than thirty days beyond this period, or 20% after sixty days and 50% afterwards. In addition, we remind you that in the event that the Customer expressly informs EPV that the end date of the delivery period given constitutes an essential condition of the order (this essential condition resulting in the circumstances surrounding conclusion of the contract or an express request from the consumer before the end of the contract), the Customer can then immediately cancel their order in the event that the delivery is late.

3.3 Delivery made

Article L138-4 of the French Consumer Code provides that any risk of loss or damage to products ordered is transferred to the consumer from the moment from the latter or an appointed third party, other than the carrier suggested by the professional, physically takes possession of these goods.

The Customer undertakes to receive the products ordered at the delivery address listed on the subscription warrant, or stated in the order confirmation email.

The Customer must date and sign the delivery note if presented by the carrier. The dated and signed note constitutes proof of transportation and delivery. In the event the Customer is absent, the Customer will have the period given by the carrier to collect their package

3.4 Collection from the shop

The Customer can also collect their order from the following 2 points, without additional invoicing charges:

- The Guerlain Boutique at 68 avenue des Champs-Élysées, 75008 Paris, within one month from the date on which orders become available.
- Librairie des Princes – in the Cour d'Honneur at the Palace of Versailles, within three months from the date on which orders become available.

The Customer will be informed of the date that their order is available at one of the two collection points chosen by email, by mail or by telephone, as well as when to collect: opening hours and days.

The Customer will receive by mail

- an order confirmation
- two original invoices, including VAT
- the withdrawal form

The Customer can collect their order on presentation of ID, the email or the confirmation letter for their order as well as two copies of the invoice linked to their order. The Customer can also entrust a trustworthy person who must present their own ID, a photocopy of the Customer's ID, and the email or confirmation letter for their order. The Customer will be given one of the two copies of the invoice, signed and dated, proving that the order was indeed picked up. It must be kept in case any subsequent claims are made.

Article 4 – Right of cancellation

The following provisions are in response to the provisions of Article L121-17 of the French Consumer Code.

4.1 Scope

Pursuant to Article L121-21 of the French Consumer Code, Customers benefit from a right of withdrawal for 14 clear days counted from the delivery or collect date of their order, without having to justify their reasons or pay penalties. The Customer will only have to pay the fees listed in Article 4.3.

This short period is counted from the date the Customer receives or collects the package.

4.2 Procedure

Within 14 days following receipt of the package or collection at the shop, the Customer must exercise their right of withdrawal:

- either by clearly expressing it in writing to the following address: Etablissement Public du Château, du Musée et du Domaine National de Versailles – DIC – RP834 - 78008 Versailles CEDEX – France
- or using the special form for this procedure available at:
 - at the end of these General Conditions of Sale
 - on the site www.bouquetdelareine.chateauversailles.fr (in the “My Account/Product Returns” section)
 - in the order confirmation letter for Customers who have chosen to collect from the shop
 - in the package for Customers who have chosen home delivery

Within 14 days following notification of their decision to withdraw, the Customer must return the Perfume in its original packaging, unopened and unused, to the following address: Daudin Services / Versailles – 628 Avenue du Grain d’Or – 41350 Vineuil – France

No request for withdrawals may be made at the Librairie des Princes or at the Guerlain Boutique. For any such request, Customers must contact the Palace of Versailles’ customer service department at the following number: +33 (0)2 18 54 12 67 (price of a local call in Metropolitan France from a landline / from the French overseas departments and territories and from foreign countries, the price depends on the service provider) or by e-mail at the following address: bouquetdelareine@chateauversailles.fr

4.3 Redemption

The return of the Perfume(s) shall lead to a refund equal to the amount paid by the Customer, i.e. the purchase price of the product(s) and delivery charges.

However, it is understood that the following charges shall be paid by the Customer:

- The charges for the Customer to return the package to EPV, incurred by exercising this right of withdrawal
- All other related additional costs

The refund to the Customer will be made within 14 days following the package being received by EPV. The refund will be made by bank transfer or credit to the payment means used for the order.

In case of late payment, and pursuant to Article L121-21-4 of the French Consumer Code, EPV must apply the following late penalty charges:

- 0 to 10 days late: interest at the legal rate
- 11 to 30 days late: +5%
- 21 to 30 days late: +10%
- 31 to 60 days late: +20%
- 61 to 90 days late: +50%
- And then +5 points per month of delay up to the product price at the legal interest rate

Article 5 – Guarantees

5.1 Legal guarantee of compliance

According to Articles L.211-4 and subsequent of the French Consumer Code, in the event that a noncompliant product is delivered, EPV undertakes, at the Customer's choice, either to refund the product price or exchange the product for an identical product given available stock. All delivery and return charges shall be covered by EPV.

For all such requests, the Client must contact Customer Services on the following telephone number: +33 (0)2 18 54 12 67 (Phone calls from a landline will be charged at the price of a local call in metropolitan France; from the French overseas departments and abroad, costs will depend on the operator), or at the following email: bouquetdelareine@chateauversailles.fr, or via the form in the "Contact" tab of the website www.bouquetdelareine.chateauversailles.fr. The Perfume must then be returned, unused and will all the original packaging, together with the return note present on the deliver note attached to the package or at the end of the general terms and conditions, to the following address:

Etablissement Public du Château, du Musée et du Domaine National de Versailles – DIC – RP834 - 78008 Versailles CEDEX – France

These provisions are not exclusive to the right of withdrawal defined in Article 4 above.

Returns and exchanges cannot be requested at the Librairie des Princes or at the Guerlain Boutique.

5.2 Guarantee of hidden defects

According to Articles 1641 and subsequent of the French Civil Code, in the event that a product with a hidden defect is delivered, EPV undertakes, at the Customer's choice, either to refund the product price or exchange the product for an identical product given available stock. All delivery and return charges shall be covered by EPV.

For all such requests, the Client must contact Customer Services on the following telephone number: +33 (0)2 18 54 12 67 (Phone calls from a landline will be charged at the price of a local call in metropolitan France; from the French overseas departments and abroad, costs will depend on the operator), or to the following email: bouquetdelareine@chateauversailles.fr or via the form in the "Contact" tab of the site www.bouquetdelareine.chateauversailles.fr. The Perfume must then be returned, unused and will all the original packaging, together with the return note present on the deliver note attached to the package or at the end of the general terms and conditions, to the following address:

Etablissement Public du Château, du Musée et du Domaine National de Versailles – DIC – RP834 - 78008 Versailles CEDEX – France

These provisions are not exclusive to the right of withdrawal defined in Article 4 above.

Returns and exchanges cannot be requested at the Librairie des Princes or at the Guerlain Boutique.

5.3 Exclusion of guarantees

Products that have been modified, repaired or put together by the Customer or any other person not authorised by the supplier of this product are excluded from guarantee. The guarantee shall not cover products damaged due to improper use or consumed by the Customer.

Article 6 Responsibilities

Pursuant to Article L121-19-4 of the French Consumer Code, EPV is fully responsible to the

Customer for the proper performance of the obligations arising from the order. These obligations must be performed by EPV itself or by other service providers that it delegates, notwithstanding its right to appeal against these.

In any case, EPV can be exonerated from all or part of its responsibility by providing proof that the non-performance or poor performance of the contract is attributable either to the Customer or to an unforeseeable and insurmountable cause of a third party to the contract, or force majeure.

Article 7 Amendment of these General Conditions of Sale

EPV reserves the right to amend these General Conditions of Sale at any time. Any new version of the conditions shall be indicated in advance on the first page of the “Contact” tab. In the event of amendment, the General Conditions of Sale current at the date of making the order shall be applicable to each order.

Article 8 Personal data

EPV handles data for the main purposes of managing and tracking orders, delivery, payment and customer relations.

The Customer must register prior to an order or while making an order on the Site. Fields marked with an asterisk are mandatory, otherwise the Customer’s order cannot be processed.

These are destined for the internal services of EPV, its suppliers and its partners.

All Customers can exercise their rights to access, correct and check their data, for legitimate reasons, by going to the “Contacts” section of the website, or by contacting Customer Services directly either by telephone (on the number in the preamble) or by letter to:

Etablissement Public du Château, du Musée et du Domaine National de Versailles – DIC – RP834 - 78008 Versailles CEDEX – France

Article 9 Miscellaneous

9.1. In the event that any of the terms of these General Conditions of Sale are considered illegal or unenforceable by a court decision, the other provisions shall remain in force.

9.2. In application of Articles 1316 and subsequent of the French Civil Code and, where applicable, Article L.110-3 of the French Commercial Code, information provided by the Site or on the subscription form are trusted by the parties. Providing proof of information delivered by the EPV IT systems is considered an original in the sense of a hand-signed, written document.

9.3. Failure by the Customer to respect the obligations subscribed in the terms of these General Conditions of Sale, and in particular regarding any incident of payment of the price of an order, may lead to cancellation of the order when made in writing or, for orders made on the Site, suspension of access to the Site service, or termination of the Customer’s Account depending on the severity of the events, notwithstanding any damage and interest that EPV may claim. Accordingly, EPV reserve the right to refuse any other order from a Customer with whom such a claim may occur.

9.4 The intellectual property rights attached to the Products sold are and remain the exclusive property of GUERLAIN. Unless provided for otherwise to the benefit of EPV, all usage rights are exclusively reserved for GUERLAIN. In these conditions, you are not authorised in any case to reproduce, exploit, disseminate or use in any way, even partially, the intellectual property rights of GUERLAIN without prior written consent from GUERLAIN. The marks and logos of GUERLAIN are trademarks. All unauthorised reproduction is thus considered a counterfeit.

Article 10 Disputes

These General Conditions of Sale in French shall be performed and construed under French law. In the event of a dispute, the Customer must first talk to EPV to reach a friendly solution. Otherwise, only the French courts shall be competent.

Separable return form (Article 5) or withdrawal form (Article 4)

For the attention of: Etablissement Public du Château, du Musée et du Domaine National de Versailles – DIC – RP834 - 78008 Versailles CEDEX – France

I hereby notify you:

- of my wish to return the product mentioned below, in application of Article 5 and prefer
- an exchange
- a refund

Reason for the return:

-
- of my request to withdraw from the contract (Article 4) regarding sale of the good mentioned below:

“Le bouquet de la Reine” Perfume (Guerlain)

Quantity:

Ordered on:/...../.....

Received or collected on:/...../.....

Order number:

Customer’s name and address:

.....
.....
.....
.....

Consumer’s address:

.....
.....
.....
.....

Email address:

.....
.....

Telephone number:

For all refund requests, please attach your bank account details form (RIB) or your bank details (IBAN/BIC/Bank name/Name of the account holder)

Date and signature:/...../.....

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EPV handles personal data for the purpose of managing, handling and tracking their customer’s exercise of the right of withdrawal. The data collected through the withdrawal form is mandatory. Otherwise, handling of your request could be delayed. This information is destined for the internal

services of EPV, its suppliers and its partners. Pursuant to the provisions of the French Data Protection Act of 06 January 1978, customers are informed that they are entitled to access, check, correct and object to their data, for legitimate reasons, for treatment of their data. These rights must be exercised by letter together with a signed copy of ID to the postal address at the following address: Daudin Services / Versailles – 628 Avenue du Grain d’Or – 41350 Vineuil – France