

BESPOKE SHOE EXPERIENCE WITH GIANVITO ROSSI

1. Bespoke Shoe Experience with Gianvito Rossi ("**Gift**") is available to buy by three (3) customers ("**Customer(s)**") from NET-A-PORTER'S website (the "**Website**") and provides each Customer with one (1) pair of shoes (the "**Shoes**") up to the Gift's total retail price, as listed on the Website from time to time (inclusive of VAT (where applicable) or plus any other sales tax and/or customs duties where due) ("**Limit**"), created specifically for the Customer by the designer Gianvito Rossi (the "**Designer**") and includes the opportunity for the Customer to meet with the Designer and to be involved in the design of the Shoes.
2. The Customer will have one (1) appointment with the Designer in Milan (the "**Appointment**") to:
 - a. meet the Designer;
 - b. have a tour of the design and production facilities; and
 - c. design the Shoes.
3. The Appointment will be scheduled by the NET-A-PORTER Personal Shopping Team and is subject to the Designer's availability. The Designer will require at least three (3) months' notice in advance of the date of the Appointment.
4. A member of the Personal Shopping Team will attend the Appointment with the Client. If, for any reason, the Customer is unable to attend the scheduled Appointment, this can be rescheduled if the Customer provides at least three (3) months' notice. If the Customer fails to provide the required notice, then whilst the NET-A-PORTER Personal Shopping Team will use its reasonable efforts to reschedule the Appointment, there is no guarantee that this will be possible and, if not, then the Customer will be taken to have forfeited this element of the Gift. Note, that if the Appointment is booked three (3) months (or less) in advance, it cannot be cancelled or amended.
5. In designing the Shoes, the Customer may select from a choice of set shoe styles (as provided by the Designer) and then work with the Designer to bespoke the Shoes' design, which shall include, choosing the colour, fabric and any additional elements (e.g. embellishments) up to the Limit. All bespoke elements selected by the Customer for the Shoes shall be subject to availability and may be subject to shipping restrictions to the final shipping destination. In the event that a particular element is not available or is subject to restrictions, then the Designer will consult the Customer to offer the next best substitute of equivalent value.
6. The cost of travel to and from the Appointment with the Designer is not included in the Gift and is the Customer's responsibility to organise and pay for.
7. Each Customer is responsible for ensuring that they have any and all necessary travel documentation, visas and insurance in order to attend the Appointment. NET-A-PORTER will not be liable if a Customer is unable to attend the Appointment through failing to comply with this condition.
8. The Gift is non-transferable, non-exchangeable and no cash alternative is offered, meaning that the Limit cannot be applied to any other item, other than the Shoes.
9. The Shoes are expressly excluded from NET-A-PORTER's usual returns and exchange policy as they are a bespoke item.
10. The Gift is personal to each Customer and is purchased for private (not commercial) use.
11. The Customers may be required to participate in publicity in connection with the Gift.
12. Images of the Gift in the product description are for illustration purposes only.
13. Once having purchased the Gift, each Customer will be contacted by the NET-A-PORTER Personal Shopping Team who will work with the Customer to assist them organising the exercise of the Gift.
14. The Gift must be redeemed within one (1) year from the date of purchase.
15. Any delivery costs associated with the Gift will be complimentary but please note that exclusions may apply.
16. NET-A-PORTER reserves the right to cancel the Gift if it feels that a Customer has violated any of these terms.
17. NET-A-PORTER reserves the right to cancel or amend these terms at any time and without prior notice. These terms do not affect the Customers' statutory rights.
18. In addition to these terms, the Website's T&Cs shall also apply which can be found here: <https://www.net-a-porter.com/gb/en/Help/TermsAndConditions>. In the event of a conflict between these terms and the Website's T&Cs, these terms shall prevail. For details as to how NET-A-PORTER may use personal data, please consult the privacy policy here: <https://www.net-a-porter.com/gb/en/Help/PrivacyPolicy>.

porter.com/gb/en/Help/PrivacyPolicy. For any issues or queries relating to the Gift, please contact MyShop@net-a-porter.com.