Wallet Terms of Use

1. Purpose

These Terms of Use apply to the use of the digital wallet (hereinafter, the “Wallet”), a personal digital space associated with the Customer’s account, accessible via the brand’s official website or mobile app.

The Wallet enables the Customer to:

- upload Gift Cards, E-Gift Cards and Return Cards (hereinafter collectively referred to as “Cards”);
- receive refunds for returned products purchased online or in-store;
- pay for purchases via the app, the official e-commerce site and at the brand’s physical stores in The Netherlands.

2. Access to the Wallet

The Wallet is accessible to all Customers through the dedicated section in their account. Access requires authentication using the Customer’s personal credentials.

Once logged in, the Customer can view the Available Balance, check transaction history, upload Cards and use the Available Balance to make purchases. The Wallet has no activation fees or usage commissions.

Access to the Wallet may be restricted or disabled if the Customer’s account is suspended or blocked for security reasons, suspected fraud, breach of terms, or to comply with applicable law.

3. Wallet Recharge

3.1. Recharge via Cards

The Customer may manually upload Gift Cards, E-Gift Cards or Return Cards into the Wallet. After uploading, Cards can only be used through the Wallet for purchases.

Cards will retain their original expiration date, which will be visible in the Wallet. After this date, any remaining amount will no longer be usable.

3.2. Recharge via Refund for Returned Products

In the event of a product return (purchased online or in-store), the Customer may choose to receive the refund directly into the Wallet, as an alternative to other available refund methods.

4. Available Balance, Use and Limitations

The “Available Balance” section of the Wallet shows the total value of all Cards uploaded and all Refunds credited, net of amounts already spent or expired (the “Available Balance”).

Amounts related to purchases are deducted from the Available Balance. If the Available Balance is insufficient to cover the full amount of a purchase, the Customer can complete the purchase with another accepted payment method.

The Available Balance:

- cannot be transferred to another account;
- cannot be used to purchase Gift Cards or E-Gift Cards;
- cannot be converted into cash.

The maximum Available Balance in the Wallet cannot exceed €2,000.00. The “Transaction History” section allows Customers to view details of all transactions made through the Wallet.

5. Personal Data Processing Information

For information regarding the processing of personal data, please refer to the Privacy Policy published on the brand’s website.

6. Customer Responsibility

The email address and password for accessing the reserved area constitute the Wallet access credentials. It is the Customer’s responsibility to keep these credentials confidential and secure.

If the Customer suspects that their credentials have been compromised and/or that unauthorized access has occurred, they must immediately change their password (available in the “My Data” section) and notify Customer Service of any unauthorized activity and/or transaction.

The Customer must also safeguard the QR Code associated with their Wallet: the QR Code must not be replicated via photo or screenshot for sharing with third parties; it may only be shown to store staff to complete purchases. Any loss or damage resulting from negligence in safeguarding Wallet credentials or the QR Code is the Customer’s responsibility.

7. Contact

For assistance or further information, Customers may contact Customer Service through the channels indicated in the app or on the website.

These Terms of Use are effective as of 15/06/2026