

## **Remote personal shopping**

### **Terms and conditions**

1. These Terms and Conditions apply to the remote personal shopping service offered by Molton Brown at its stand-alone stores in the UK and Ireland (each a “Store”) (together, the “Service”). The Service will allow customers to reserve a time and date to attend one of our Stores to pick up and pay for their order, which they would have placed in advance with one of our consultants over the phone or video conference.
2. To be eligible for the Service, you must be 18 years or older, not under guardianship or acting in a capacity of a company.
3. Subject to booking and availability. To register for the Service, customers must register their details via the Eventbrite website (visit: [moltonbrownmoments.eventbritestudio.com](https://moltonbrownmoments.eventbritestudio.com)). Molton Brown accepts no responsibility for your use of the Eventbrite website (which may be governed by its own terms and conditions) and shall not be responsible for any incorrectly submitted, incomplete, illegible or corrupted information provided by you in connection with the Service.
4. Unless stated otherwise, times and dates will be allocated on a first-come, first-served basis, and customers must follow any specific instructions communicated by Molton Brown regarding the Service booking process. The date and time for the specific Store you select to attend will be displayed during the Eventbrite booking process.
5. During the booking process, you will be asked to supply personal information about yourself to Eventbrite in order to assist Molton Brown to provide you with the Service. By submitting this personal information, you consent to Molton Brown and (where applicable) Eventbrite collecting and storing the personal information submitted. Additionally, you agree that Molton Brown will use this personal information for the purposes of administering the Service (including without limitation, contacting you by phone and/or email to assist you to place your order) and for marketing purposes, should you provide your express consent to being added to Molton Brown’s marketing distribution list at the time of booking the Event. Full details of the Promoter’s Privacy Policy can be found at: <https://www.moltonbrown.co.uk/store/privacy-policy> Details of the Eventbrite Privacy Policy can be found at: [https://www.eventbrite.co.uk/support/articles/en\\_US/Troubleshooting/eventbrite-privacy-policy?lg=en\\_GB](https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB)
6. After you have booked your appointment via Eventbrite, a Molton Brown team member will get in touch with you over the phone or video conference and take you through the ordering process and may also offer you additional services, such as a Fragrance Finder or gift consultation. The consultation and ordering process will include taking some personal information about you and/or any gift recipient from whom you are buying products (such as name, address, telephone number, email address). All personal information that you disclose to us will be used strictly in accordance with our Privacy Policy, hyperlinked in section 5 above. If you are disclosing personal or sensitive information to a consultant, please ensure you are in a quiet, confidential place at your chosen time, free from interruptions.
7. If the appointment is to take place over video conference, Molton Brown will contact you via Zoom (owned and operated by Zoom Video Communications, Inc.). Zoom video consultations are only suitable for those who have a Zoom account and access to a webcam or mobile device with a camera. Please make sure that you are in an area where your network or internet connection is

reliable and not likely to be interrupted. This is especially important if you intend to use your mobile telephone for your telephone or Zoom video consultation. Video consultations can suffer from technical interference (e.g. due to a busy network or problems with latency i.e. when a person's lips move but the sound is lagged, which can result in garbled talk or blurry or frozen faces on the screen). We do not warrant that your use of the Service will operate without interruption or delay or will be error-free, free from defects, viruses or bugs. Accessing Zoom to participate in a video consultation is entirely at your own risk. Molton Brown does not guarantee continuous uninterrupted or secure access to the internet. Numerous factors outside the control of Molton Brown may interfere with the operation of the internet.

8. About Online Video Sessions: Zoom is an online communication tool allowing face-to-face video, voice, or text-based chat/dialogue. Zoom calling is encrypted to protect sensitive information. For more information on how Zoom keeps its client's information private, please visit and review the information at the link <https://zoom.us/privacy-and-legal>.

Zoom software is available on any computer or smart phone/tablet. Ensure that your device is password protected and only you have access to the password. In addition, use a password protected private Internet connection when on a Zoom call. You may wish to choose a username that does not identify you by name to ensure more privacy.

Any Internet-based communication is not 100% guaranteed to be secure/confidential. Molton Brown has made every reasonable effort to implement technical security measures that reduce risks of a confidentiality breach and by signing up to these terms and conditions, I agree I have read and understood the privacy and encryption information for Zoom and I agree that Molton Brown should not be held responsible if any outside party gains access to Zoom account information or transaction by bypassing online security measures or there is otherwise unauthorised access to my information in connection with my Zoom account.

9. Once you have provided us with all of the information we need to order the Product(s), the products you have selected will be picked, wrapped and put aside for you by a staff member at your nominated store and will be ready for collection by you at the date and time you have selected. Your order is an offer to purchase products from us. Acceptance of an order placed by you over the telephone or video conference and the completion of the contract between you and Molton Brown will take place at the time of payment and receipt of the products in-store. You must ensure that you have read, and agree with, these Terms and Conditions, because when you contract with us you are signifying your agreement with these Terms and Conditions. If you do not agree with these Terms and Conditions, you must not enter into a contract with us.
10. Product availability may vary on a store-by-store basis. If for any reason, having taken your order over the telephone or video conference, we cannot provide you with a product on your order, you will be contacted by telephone, video conference, or email and you will not be charged for that product/s. Molton Brown accepts no responsibility for a failure to supply you with a product you have ordered.
11. The Service will be available from Monday the 31st of August. Molton Brown reserves the right in its sole discretion to terminate the Service at any time without notice.

12. If you are unavailable to collect your order in-store for any reason at the scheduled time and date, please call your nominated store (<https://www.moltonbrown.co.uk/store/company/stores>), giving as much as advance notice as possible. Similarly, if for any reason we're unable to keep our scheduled appointment time with you, we'll contact you with as much advance notice as possible and make every attempt to find a convenient alternative appointment to suit you.
13. The staff member responsible for picking and packing your order at your nominated store will communicate with you throughout the process, right up until the point of payment and collection.
14. Molton Brown will hold your order for a maximum of seven (7) days from the date of placing your order over the phone. If you fail to collect your order within this time, your order will be cancelled and the products returned for sale to other customers. A staff member may get in touch with you just prior to the seven (7) day time period to let you know that your order needs to be collected or the products will be returned to the store floor.
15. In order to comply with applicable laws and regulations, payment will be taken at the store at the time of your scheduled appointment. If you're late for your appointment time, we will make every effort to accommodate you but please be aware we may not be able to accommodate you in a timely fashion if you attend during another customer's scheduled Service.
16. Molton Brown reserves the right to refuse to carry out the Service if a customer behaves inappropriately, misleading or in an abusive manner, or if they continually cancel appointments without good reason.
17. Molton Brown reserves the right to request a valid form of photo ID prior to taking payment and completing the transaction for your order, as well as any other information reasonably requested by Molton Brown to valid and verify the customer and their order (including but not limited to your full name). If you fail any of Molton Brown's identification and verification process, the Service will be cancelled and you will not receive your order.
18. By registering for the Service, you agree to be bound by these terms and conditions and any other terms and conditions communicated by Molton Brown from time to time.
19. You must not access, store, distribute or transmit any viruses, or any material during the course of your use of the Service that is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive, facilitates illegal activity, is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability or any other conduct Molton Brown determines in its sole discretion to be inappropriate, offensive or illegal and Molton Brown reserves the right, without liability or prejudice to our other rights, to disable your access to the Service.
20. Molton Brown reserves the right to amend these Terms and Conditions at any time in its sole discretion.
21. These terms and conditions shall be governed by and construed in accordance with English law and shall be subject to the exclusive jurisdiction of the English courts.