

## GENERAL TERMS AND CONDITIONS OF THE ODETTE LUNETTES ALL-IN PACKAGE

### 1. Duration of the All-in Package:

The Odette Lunettes All-in Package is valid for two (2) years from the date of purchase. If the package is not activated within this period, the right to use the Protection Plan expires. A purchase voucher issued as a replacement for the package is valid for one (1) month and cannot be combined with other promotions, vouchers, or discounts.

### 2. Activation and Use of the Protection Plan Number:

2.1 The Odette Lunettes All-In Package can only be activated once with a unique Protection Plan number during the two (2) years of validity. This number can be used to replace the frame, lenses, or both.

2.2 Once the Protection Plan number is used, it expires and cannot be reused. If the number is not used within the validity period of the package, the customer may receive a discount equal to the cost of the Protection Plan within one (1) month after the expiration date.

2.3 This discount is only valid for the purchase of new frames and lenses and cannot be applied to other products or combined with other promotions, vouchers, or discounts.

### 3. Coverage, Deductibles, and Exclusions:

3.1 The Odette Lunettes All-In Package provides coverage against damage not resulting from normal wear and tear, misuse, or intentional damage. Damage assessment is exclusively performed by Odette Lunettes staff.

3.2 In cases of damage where the original glasses are still available, a deductible of twenty percent (20%) of the current price applies to both the lenses and the frame, if applicable. The original glasses must be submitted to Odette Lunettes for evaluation and replacement processing.

3.3 In the event of theft or loss of the glasses, where the original glasses are no longer available, a higher deductible of thirty percent (30%) of the current replacement costs applies. The customer is required to present an official theft report at the time the Odette Lunettes All-In Package is activated to claim replacement under these conditions.

3.4 If the customer wishes to replace only one component (either the lenses or the frame) and pay the deductible solely for that component, the coverage of the All-In Package will fully expire after this replacement, regardless of whether the other component remains covered. In this case, the All-In Package will be considered fully utilized and cannot be reused for the same or any other component.

3.5 If the customer chooses to replace only one component (lenses or frame) and pay the deductible solely for that component, the All-In Package's coverage will completely expire after this replacement, regardless of the coverage status of the other component. In this case, the All-In Package is deemed fully utilized and cannot be reused for the same or another component. When calculating the new deductible order, vouchers, promotions, and/or discounts applied to the initial order are not taken into account.

3.6 The All-In Package does not cover damage in the following cases:

- Damage due to normal wear and tear or usage.
- Consequential damage, including physical harm caused by, for example, broken glass.
- Intentional damage.
- Repairs performed by unauthorized parties.
- Damage covered under manufacturer warranty and reimbursed by the manufacturer.
- Damage to frames when only the lenses have been replaced and insured.

### 4. Costs and Replacement Options:

The Odette Lunettes All-In Package is linked to the type of lenses and the initial eye measurement and is categorized as follows:

- Sunglasses without prescription: €20
- Frame with single-vision lenses: €35
- Frame with plano lenses with coatings and/or supplements, or polarized lenses: €35
- Frame with office and/or accommodation-support lenses: €40
- Frame with multifocal lenses: €45
- Prices are only available in our Flagship Stores. For more information, please contact us at [contact@odettelunettes.com](mailto:contact@odettelunettes.com).

### 5. Replacement policy:

#### 5.1 Lenses:

When replacing a damaged lens, both lenses will always be replaced; never just one.

#### 5.3 Full Replacement:

When replacement is required, the entire frame will always be replaced; never just a single component.

#### 5.2 Frames:

- If the original frame is no longer available, the customer may select a replacement frame within the same price range (excluding sale prices).
- If a more expensive frame is chosen, the customer will pay the price difference.
- If a cheaper frame is chosen, the deductible will be applied to the price of the new frame.

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### 5.4 Eye Measurement:

Replacements are carried out based on the initial eye measurement.

### 6. Deductible for Damage:

6.1 If the original frame is still available, a deductible\* of twenty percent (20%) of the replacement costs for both the lenses and the frame applies. For replacement when the original frame is not available, a deductible of thirty percent (30%) applies.

6.2 All damage claims must be supported by quotes and approved by Odette Lunettes before replacement under the All-in Package can take place.

### 7. Liability:

Odette Lunettes is not liable for indirect, incidental, or consequential damages resulting from the use of the All-in Package, except as required by applicable law.

### 8. Termination and Modification of the Package:

Odette Lunettes reserves the right to terminate or modify the All-in Package if circumstances require. Customers will be informed in a timely manner of any changes affecting the coverage or terms of the package.

### 9. Complaints Procedure:

Complaints about the operation of the All-in Package can be submitted in writing to Odette Lunettes customer service. We strive to provide a substantive response within fourteen (14) days.

### 10. Additional Services:

The All-in Package offers annual check-ups and free adjustments for all customers, helping to maintain the optimal fit and functionality of the glasses.

### 11. Governing Law and Disputes:

These terms and conditions and the All-in Package are governed by Belgian law. Any disputes will be submitted to the competent court in Belgium.

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#### Definitions:

- *Protection Plan Number*: A unique number that grants the right to a one-time replacement of the frame and/or lenses under the terms of the All-in Package.

- *Deductible*: The amount the customer must pay when replacing the frame and/or lenses under the All-in Package.

- *Normal Wear and Tear*: Includes aging and changes resulting from regular use and exposure to environmental factors such as light, heat, and humidity. Examples include discoloration, minor scratches on lenses or frames, and reduced flexibility of hinges. Normal wear and tear is not due to defects, accidents, misuse, or negligence.

- *Sale Prices*: Refers to prices applicable during seasonal sales or other specific discount periods that are temporary in nature.