General Terms and Conditions of Subscription of Cartão da Casa LEROY MERLIN Portugal

1. The Cartão da Casa LEROY MERLIN Portugal (hereafter referred to as “Card”) is offered by BCM Bricolage, S.A. company (hereafter referred to as “LEROY MERLIN Portugal”), through the intermediation of LEROY MERLIN stores located in Portugal (hereafter referred to as “Stores”).
2. Any individual aged 18 years old and above may subscribe the Card, benefiting from the conditions and exclusive benefits expressed in these terms.
3. The subscription and use of the Card does not imply any cost for the Holder and can be used for an indefinite period.
4. This Card is personal and non-transferable, and LEROY MERLIN Stores reserve the right to request identification from the card holder.
5. The Card Holder may add more than 1 Card to the account (2 cards, 1 account). To add a co-Holder to the account (to whom it will be issued, similarly, a Card), the Holder will necessarily have to go to a Store.

The subscription in the Cartão da Casa program may be completed in person at any Leroy Merlin physical store, through the LEROY MERLIN app, or via leroymerlin.pt, upon the provision and registration of the necessary personal data. Following registration, the loyalty account and the corresponding card will be created, thereby enabling the Card Holder to automatically accumulate points, vouchers, and access to direct discount campaigns from that moment onward.

With respect to subscriptions made in-store, upon creation of the loyalty account, the

Holder shall receive, by electronic mail (email) or text message (SMS)—depending on the communication channel previously selected—a link for the purpose of accepting these Terms and Conditions.

6. The acceptance of these Terms and Conditions constitutes an essential requirement for the effective use of the benefits associated with the Cartão da Casa.

a. Until such acceptance, any accumulated points, vouchers, and other benefits shall remain blocked and may not be used.

b. Only after the Card Holder´s acceptance of the Terms and Conditions shall it be possible to use the accumulated points and vouchers and to fully enjoy the benefits of the Cartão da Casa.

7. Should the Holder fail to accept the Terms and Conditions within one (1) month from the date of enrollment, the loyalty account and the corresponding card shall be automatically deleted, and all points, vouchers, and other associated benefits accrued up to that moment shall be extinguished, with no possibility of subsequent recovery.
8. The Rejection of the Terms and Conditions shall result in the immediate termination of the loyalty account and the consequent loss of all accumulated points, vouchers, and benefits, with no possibility of future recovery.
9. It shall not be possible to add a co-holder to the loyalty account until the acceptance process of these Terms and Conditions has been completed by the Card Holder.
10. At the time of the Card subscription at the Services Space, an online access to the customer account will be pre-created, to be activated within a maximum of 3 (three) days after the subscription of the Card through the link received by e-mail. This online access may be done at www.leroymerlin.pt or in the APP LEROY MERLIN (available at Play Store for Android and App Store for IOS). With this app, the Holder and/or the co-Holder will have access to their cards in digital form (stored at their online account or in the app).
11. Acceptance or rejection of the Card Terms and Conditions may likewise be carried out through the LEROY MERLIN website or app, by accessing the Customer's online account, in accordance with the provisions of Clause 10.
12. You may also subscribe the Card and create the respective online access through registration at www.leroymerlin.pt or through the App LEROY MERLIN. A digital card will be created by default (stored in your online account and in the app), and you may also opt for a physical Card (to be requested and collected at any Store).

13. The Card is not a credit card; it is a tool that allows the Holder to accumulate 1 point on the Card per each €1 (one euro) spent on purchases made in a store or on the LEROY MERLIN website, provided the Card is presented at the time of purchase.
14. For each 250 accumulated points in the Card by the Holder and/or the co-Holder, a discount coupon of € 5 (five Euros) is automatically granted. For example: with 250 points, a € 5 (five Euros) discount coupon will be issued; with 750 points, a € 15 (fifteen Euros) discount coupon will be issued.
15. The discount coupon is automatically created in the customer's account but becomes available for use only on the following day. Example: if you spend €250 in-store on August 10th, the €5 coupon is generated automatically in your account on August 10th but will only be available for use on August 11th.
16. The corresponding amount of points for each discount coupon issued will be withdrawn from the account. Example: for a € 5 (five Euros) discount coupon issued, 250 points will be withdrawn from the account; for a € 15 (fifteen Euros) discount coupon issued, 750 points will be withdrawn from the account.
17. The discount coupon shall be necessarily used in the 90 (ninety) days following its issuance.
18. The Card Holder may accumulate points by submitting reviews regarding products (except Marketplace items) purchased in-store, on the leroymerlin.pt website, or via the LEROY MERLIN App.
19. The awarding of points is subject to the following cumulative conditions:

- a) Product Eligibility: Only products effectively purchased by the Card Holder may be reviewed. In the absence of a purchase history associated with the item, the rewarded review functionality will not be available.
- b) Reward Value: 5 points will be awarded for each review that is validated and published by the moderation team.
- c) Rating Exemption: The awarding of points is independent of the rating given by the customer to the product (number of stars or comment made). The Card Holder is entirely free to express their sincere opinion, whether positive, neutral, or negative, without this affecting their eligibility for the reward.
- d) Format Requirements: To be considered eligible, the submission of a descriptive text is sufficient. The inclusion of multimedia content, such as photographs or videos, is not mandatory.

- e) Technical Validation: The awarding of points is not automatic and depends on a prior audit and validation process to ensure compliance.
- f) Content Criteria: The review must be based on a real consumer experience and fully comply with LEROY MERLIN Portugal's moderation rules and publishing policies, namely not including: references to the competition (direct comparisons, incentives to buy from other brands, etc.); sharing of personally identifiable information (e-mail, address, phone number, etc.); references to issues related to delivery or customer service; inappropriate images or content; vulgar or defamatory content that harms professional honor; mention of the price; duplicate or plagiarized content.

20. Monthly Limit: The accumulation of points is limited to a maximum of 10 rewarded reviews per calendar month, regardless of the number of products purchased or reviewed during that period.
21. Points Availability: Points will become available in the Card Holder's balance within a maximum period of 48 hours after the formal approval of the review.
22. Points obtained through reviews can be combined with points earned from purchases of products and services, and are governed by the same rules of validity and conversion into discount vouchers as stipulated in these Terms and Conditions.
20. The accumulated points in Card will not have an expiry date.
21. All items identified in the labels as *TOP PRO* available at Leroy Merlin stores and website, as well as all items not supplied by LEROY MERLIN on the Marketplace and purchases with Exclusive Prices are excluded from point accumulation on the Card.
22. The Holder and the co-Holder can use only one discount coupon at each purchase, either in store or online .
23. A discount coupon may be used in a phased manner, i.e., it does not have to be fully used at the time of the purchase, as its initial expiry date will remain unaltered.
24. If the amount of the purchase and/or order is lower than the discount coupon, the difference between the amounts will remain at the discount coupon; no sums of money for compensation between the discounted amount of the coupon and the remaining amount shall be returned by LEROY MERLIN Portugal.
25. If the amount of the purchase and/or order is higher than the discount coupon, the difference shall be paid through any of the payment methods provided by LEROY MERLIN Portugal.
26. The discount coupon can never be exchanged for money, nor will it confer the right to

change.

27. The discount voucher cannot be used on items not supplied by Leroy Merlin on the marketplace.
28. Whenever a new discount coupon is issued, it will be visible in your personal account. If you have online access, you can view it in your Personal Area on the LEROY MERLIN website and/or the app LEROY MERLIN.
29. The orders, purchase receipts and the respective accumulated points will be available at the account of the Holder and/or the co-Holder on the day of purchase in the Customer area at www.leroymerlin.pt and/or the app LEROY MERLIN.
30. The accumulated points will be available in the account of the Card Holder and/or Co-Card Holder in the Customer area at www.leroymerlin.pt and/or app LEROY MERLIN on the day of purchase or, in the case of ordered products, upon receipt of the items.
31. The discount coupon is for exclusive use of the account Holder and/or co-Holder, whenever associated; presenting the Card at the time of the purchase is mandatory.
32. In case of fraud, scam attempt or suspicion of possible illegal activities related to the use of discount coupons, LEROY MERLIN Portugal reserves the right to not allow its use. LEROY MERLIN Portugal shall not be held responsible for the loss, theft or eligibility of discount coupons. LEROY MERLIN Portugal does not reissue discount coupons allegedly misplaced, lost, damaged, etc.
33. Discount coupons can be used at purchases in any Store or online, except all items not supplied by Leroy Merlin from the marketplace.
34. The coupon is a discount, as such, when the amount has been deducted at a purchase, that amount will not accumulate points at the Card.
35. The loyalty program is equally applicable to paid services in store and/or online .
36. The points associated with product orders will only be accumulated in the Card at their delivery date.
37. In case of a return, the corresponding amount of points will be deducted (€ 1 refunded = - 1 point at the loyalty account). If the payment of the returned product has been made, totally or partially, with a discount coupon inactive at the time of the return, a new discount coupon will be issued with the amount corresponding to the proportion represented by the returned product at the initial discount coupon issuance. This discount coupon will be valid for a period of 90 days from its issuance. In case this

return is undertaken with the respective discount coupon still active, its expiry date will remain unaltered, not generating the issuance of a new discount coupon.

38. The loyalty program will grant access to several promotional packs', hereafter referred to as "Project Packs'".
39. Project Packs' grant access to 10% direct discount at purchases of € 1,500.00 (one thousand, five hundred Euros) or above, made exclusively at the families of the detailed products in each project (services not included). There are 9 Project Packs': bathroom, kitchen, garden, doors, windows, pavements, wardrobes, decoration and comfort. For further consultation on the included families in each Project Pack, click here. On the website and/or app LEROY MERLIN , it is possible to verify in each selected product's page, whether this is included, or not, in any of the 9 Project Packs'.
40. Discount coupons and project packs' discount will be not cumulative with other offers or existent promotional discounts (at the store and/or online).
41. The purchase price of project packs will not earn points for the card and the discount vouchers cannot be used at the time of paying for the project pack(s).
42. The 10% discount of the Project Pack will only be activated at the time of the initial payment regarding the purchase where the discount will be applied. If subsequently, the products of the purchase in question are added, exchanged or returned, it will not be possible to continue to benefit from this discount.
43. The loyalty program also provides access to exclusive prices, hereafter referred to as "Exclusive Prices," which will be clearly identified in-store and online.
44. Exclusive Prices are available to particular customers, provided a minimum quantity of the product is purchased, as indicated with the product.
45. The loyalty program also grants access to several exclusive actions, namely: specific discounts; workshop offers; commercial satisfaction returning for 2 years without the need to present receipt, as long as the purchase has been made with the presentation of the Card; access to the Customer area at www.leroymerlin.pt; access to privileged communication through electronic mail and/or SMS, commercial messages/offers among other benefits, except when express consent has not been given.
46. The Card use, discount coupons or other benefits granted by it are valid at purchases made in any Store, in national territory, as well as on the website and/or app (except all items not supplied by Leroy Merlin from the marketplace).
47. The use or loss of the Card is entirely of the Holder's and co-Holder (if there is one)

responsibility, therefore, LEROY MERLIN will not hold any liability for its misuse or hypothetical loss.

48. LEROY MERLIN Portugal reserves the right to decide which actions are associated with its loyalty program and to establish its conditions of use and annulling cards where a misuse is detected. Any fraudulent or abusive use of the Card will be penalized in the terms set out in law.
49. LEROY MERLIN Portugal reserves the right to cancel, suspend or alter in any given moment, the loyalty program and all the associated benefits and discounts. However, any discount voucher(s) issued before this time will remain valid under their original terms.
50. All the Card Holders will be entitled to new benefits or future improvements that the system may come to implement.
51. At the time of the Card subscription, the Holder and/or the co-Holder provide personal data such as: name, date of birth, address, country, phone contact, e-mail and tax number, expressly agreeing with LEROY MERLIN Portugal periodically contacting them, sending commercial messages, offers and other benefits, except if, at the moment of activation, the Holder and/or the co-Holder had expressly not authorized such treatment or, after the subscription, have made any changes in the Customer area where is now expressed that such type of communication is unwanted.
52. The personal data collected will be kept, unless otherwise provided by law, for 5 years and may be hosted, shared and communicated, for the same purposes, to other companies of the business group to which LEROY MERLIN belongs (ADEO), whose list of companies you can consult at www.adeo.com.
53. LEROY MERLIN may use subcontractors (eg suppliers, service providers, etc.) to carry out all or part of the purposes identified, namely, to the company Ariadnext, for the purpose of electronic signature of the Terms and Conditions of the Cartao da Casa (if applicable).
54. LEROY MERLIN Portugal assures total security and confidentiality of the Holder and/or the co-Holder's personal data. These data will be processed by computer for the only and exclusive purpose of marketing actions. According to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, and also to the Decree-Law 67/98 of 26 October, related to personal data protection, the Holder and/or the co-Holder hold the right to access, amend and suppress the personal data

whenever they so desire.

55. As a data owner, you have the right to access your data, request its rectification, deletion, limitation of processing, or portability, oppose its processing, and revoke at any time any consent given. To exercise any of the rights granted to you by law with LEROY MERLIN, you should use the following means:
    - Letter: LEROY MERLIN Portugal Customer Service, Rua Quinta do Paizinho, n.º 10-12, 2790-237 Carnaxide;
    - Email: protecaodedados@leroymerlin.pt
    - Electronic form.
56. For more information about how LEROY MERLIN processes your personal data, please consult our Privacy Policy at www.leroymerlin.pt/pt/politica-de-privacidade-e-cookies or contact our Data Protection Officer at epd@leroymerlin.pt.
57. These General Terms and Conditions are subject to Portuguese Law. Any dispute relating to their execution shall fall under the jurisdiction of the Court in which the Customer's domicile is located.
58. Under the terms of the article 18 of Law no. 144/2015, of September 8, LEROY MERLIN informs that, in case of dispute, the Customer may resort to Alternative Dispute Resolution entities.

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