

MUSA LOVERS LOYALTY PROGRAM REGULATIONS

This regulation manages participation in the loyalty program called MUSA LOVERS promoted by the company MUSA SRL with registered office in Via Vecchia del Bosco, SNC area ASI 80034 Marigliano (Naples), VAT number IT09143701218.

All participants in the MUSA SRL loyalty program will be able to consult this regulation: on the website musanails.com

The original will also be kept at the registered office of MUSA SRL.

ABBREVIATIONS

To make this document easier to read, the following abbreviations will be used hereinafter:

- MUSA LOVERS loyalty program regulation is "Regulation"
- Loyalty program MUSA LOVERS is "Program"
- Participants of the MUSA LOVERS program is "Participants"
- MUSA SRL is "MUSA NAILS"
- Website www.musanails.com is "Site"

1. PURPOSE

The Program allows each Participant to receive discounts, promotions and services valid on the Site and in all Stores. These benefits can be paid on the basis of simple participation in the Program or the achievement of a series of goals achieved by collecting points (hereinafter "Musa Lovers Points").

2. DURATION OF THE PROGRAM

The Program begins on 07/18/2023 and will end on 07/18/2024.

Any extensions will be promptly indicated in the updated Program Regulations available on the Website.

3. PARTICIPATION IN THE PROGRAM

Participation in the Program is individual and it takes place through registration, granted completely free of charge to any physical person of legal age or 16 years old.

Registration takes place through a registration procedure which can be performed on the Site.

During registration, all the data indicated as mandatory must be communicated, providing truthful information. Incomplete communication of such data will not allow enrollment in the Program and, consequently, the collection of Musa Lovers Points and access to the benefits provided by participation. Registration will take place upon completion of the procedure.

4. MUSA LOVERS COLLECTION ON THE SITE

Each Participant will be able to collect 1 Musa Lovers Point for every €1 spent on the website www.musanails.com

Musa Lovers Points will not be calculated and therefore credited to the Participant for purchases of less than €1 or for fractions of €1.

All paid products and services (excluding face-to-face training) on the Site allow the accumulation of Musa Lovers Points.

The E-GIFT CARD generates the credit of the relative Musa Lovers Points in purchase.

For the entire duration of the Program, Participants will be given the opportunity to accelerate collection by attributing "extra" Musa Lovers Points based on their adherence to specific promotional activities, marketing initiatives and/or services promoted by MUSA NAILS.

There is no provision for adding Musa Lovers Points for purchases made without the Participant having identified himself according to the procedures set out in the Program. These Musa Lovers Points cannot be credited later.

In the event of total or partial return of purchased products, with respect to which Musa Lovers points have been assigned, MUSA will reverse the points assigned, in proportion to the amount refunded and based on the points acquired at the time of the transaction.

The points will be loaded and accounted for by the system within 48 hours. In the event of technical unforeseen events, they can be loaded within a longer period.

5. LEVELS OF PARTICIPATION AND BENEFITS

The MUSA LOVERS program is divided into three levels of participation, each of which entitles you to benefit from discounts and benefits. Each user registering for the program will receive 50 MUSA LOVERS points. These benefits are characteristic of the level of participation.

5.1. SILVER

The first SILVER level is reached by obtaining 3000 MUSA LOVERS points. With this level the Participant will be able to receive:

- Receive 50 MUSA LOVERS points on your birthday
- Get a 10% discount upon reaching 3000 points
- Accumulate MUSA LOVERS points

5.2. GOLD

Upon reaching 4000 MUSA LOVERS points, the Participant automatically passes to the GOLD level. With this level the Participant will be able to:

- Receive 100 MUSA LOVERS points on your birthday
- Get a 15% discount upon reaching 4000 points
- Accumulate MUSA LOVERS points

5.3. PLATINUM

Upon reaching 5000 MUSA LOVERS points, all Participants automatically pass to the PLATINUM level. With this level the Participant will be able to:

- Receive 200 MUSA LOVERS points on birthday
- Get a 20% discount upon reaching 5000 points
- Accumulate MUSA LOVERS points

After reaching the PLATINUM level, the participant starts again from the SILVER level, after four months of inactivity the participant will be demoted to the SILVER category.

6. POINTS COLLECTION BALANCE

Points collected through participation in the Program will be recorded in an electronic account maintained and administered by MUSA.

The Participant will be able to find out the value of his or her points balance via the Site in the customer section "My account, in the specific section "My reward points".

The points obtained following each purchase are personal and referable exclusively to a single Participant. The points accumulated by a Participant are referable only to him and cannot be transferred to other Participants.

If a Participant wishes to make any complaint regarding his or her points balance, he must make it in writing and send it to customer service within 30 days of having seen the balance.

Disputes must be accompanied by suitable documentation. MUSA SRL will verify the objections of the Participant. The MUSA LOVERS balance is considered approved if there are no complaints within the above term.

After 365 days of enrollment in the program, the points are reset and you start again from the SILVER level.

7. SUSPENSION OF THE PROGRAM

MUSA SRL may revoke or modify the execution methods of the Program for just cause, pursuant to art. 1990 of the Civil Code.

Early termination and suspension (with the respective consequences) will be communicated to the Participants at least 30 days before or, with reference to the suspension, as far in advance as possible or, at the latest, immediately after it.

This communication may be made by MUSA through the Site.

8. REVOCATION AND CANCELLATION OF PARTICIPATION

Participants may terminate their membership of the Program at any time by simply sending a cancellation request by email to assistenza@musanails.com or by postal service to

MUSA SRL Via Vecchia del Bosco, SNC area ASI 80034 Marigliano (NA)

MUSA may exclude a Participant from the Program, revoking the enrollment with immediate effect for just cause, by giving written notice to the Participant containing an indication of the relative reasons. Just cause includes, for example, fraudulent or abusive participation in the Program or other violations of the Rules or applicable laws. This situation will no longer allow points to be accumulated on purchases made and will result in the loss of the benefits associated with participation in the Program.

9. CHANGES TO THE PROGRAM RULES

MUSA reserves the right to integrate or modify the Regulations, taking care that the modifications made do not affect the rights acquired by the Participants. Any changes will be made known to the Participants through specific communications on the Site.

10. DATA PROCESSING

The personal data of the Participants will be processed by MUSA in its capacity as data controller, in compliance with the provisions of European Regulation (EU) 2016/679 and subsequent amendments and/or additions, also through the use of electronic tools, for purposes related to the complete execution of the Programme.

A copy of the privacy policy is available on the Site.

11. CUSTOMER SERVICE

For any question or complaint, for cancellation requests and for all information relating to the Program, all Participants can contact the dedicated customer service by writing to assistenza@musanails.it.

Requests for clarification relating to your balance must be sent to customer service within 7 days of purchase.

PROMOTER

MUSA SRL Via Vecchia del Bosco, SNC Area ASI 80034 Marigliano (NA) VAT and tax code: IT09143701218

REGISTERED NAME

MUSA LOVERS PROMOTIONS BASED ON PARTICIPATION LEVEL

TERRITORY

The promotions are active only and exclusively on the website www.musanails.com

RECIPIENTS

MUSA LOVERS members

DURATION

365 DAYS FROM REGISTRATION

10% DISCOUNT SILVER LEVEL

Every member who joins the loyalty program with the SILVER level of participation (from 0 to 3000 POINTS) is entitled to a 10% discount with no minimum purchase. The discount cannot be combined with other initiatives in progress and it is not applicable to products already in promotion.

15% DISCOUNT GOLD LEVEL

Every member who joins the loyalty program with the GOLD level of participation (from 3000 to 4000 POINTS) is entitled to a 15% discount with no minimum purchase. The discount cannot be combined with other initiatives in progress and it is not applicable to products already in promotion.

20% DISCOUNT PLATINUM LEVEL

Each member who joins the loyalty program with the PLATINUM level of participation (from 4000 to 5000 POINTS) is entitled to a 20% discount with no minimum purchase. The discount cannot be combined with other initiatives in progress and it is not applicable to products already in promotion.