

Legal Notices

Thank you for visiting Joolz' website (the "Website"). The Website is made available as a service to our customers. By using this Website, you agree to our Terms of Use. Joolz may change the terms, conditions, and notices under which use the Website is offered, including the prices for products offered through the Website. You are responsible for reviewing these terms and conditions.

Terms & Conditions:

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING OR ACCESSING ANY PAGES IN THIS WEBSITE. By using or accessing this website you signify your acknowledgment and assent to the terms and conditions of use set forth below. This website is owned and operated by Milk Design. and its subsidiaries and affiliates (collectively "Joolz," "we," or "us"). If you do not agree to these terms of use, please do not use this website. Joolz is free to revise these terms of use at any time by updating this posting, and your use after such change signifies your acceptance of the changed terms. Please check these terms of use periodically for changes.

Privacy

Your submission of information through the Website is governed by Joolz's . Please review our Privacy Policy, which also governs your visit to our Website, to understand our privacy policy.

<https://myjoolzuscom-joolz.netdna-ssl.com/wp-content/uploads/2013/09/Privacy-Policy-Joolz-2.pdf>

License and Website Access

Joolz grants you a limited license to use this Website, but you are not permitted to download (other than page caching) any portion of the Website, except with express written consent of Joolz. This license does not include any resale or commercial use of this Website or its contents; any collection and use of any product listings, descriptions, or prices; any derivative use of this Website or its contents; any downloading or copying of account information for the benefit of another merchant; or any use of data mining, robots, or similar data gathering and extraction tools. This Website (any portion of this Website) may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without express written consent of Joolz. You may not frame or utilize framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of Joolz or our affiliates without express written consent. You may not use any meta tags or any other "hidden text" utilizing Joolz's name or trademarks without the express written consent of Joolz. Any unauthorized use terminates the permission or license granted by Joolz. You are granted a limited, revocable, and nonexclusive right to create a hyperlink to the home page of Joolz so long as the link does not portray Joolz, its affiliates, or their products or services in a false, misleading, derogatory, or otherwise offensive matter. You may not use any Joolz logo or other proprietary graphic or trademark as part of the link without express written permission.

When participating in interactive portions of this website, you represent that you have proper right and authorization to use any information or content you upload or post and agree to abide by the following code of acceptable conduct:

- You will not upload or otherwise provide infringing, defamatory, obscene, pornographic, threatening, abusive, illegal or otherwise improper content.
- You will not upload viruses or harmful components.
- You will not use the website to further any illegal purpose or to violate the rights of any party.
- You will not use the website to further any illegal purpose or to violate the rights of any party.
- You will not upload or otherwise provide content with a commercial purpose or attempt to solicit funds or advertise goods and services.

Joolz will assist law-enforcement officials investigating illegal activity or violations of these terms of use.

Your Account

You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password.

Purchases

Joolz makes its products available for purchase through the Website, and may use third-party suppliers and service providers to enable Ecommerce functionality on our Website and fulfillment of orders. Joolz's products are intended for use with children, but Joolz only sells its products to adults. If you are under 18, you may use Joolz only with permission of your parent(s) or guardian(s). Joolz and its affiliates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.

If you wish to purchase any product made available by us through the Website, you may be asked to supply certain information relevant to your purchase, including your credit card number, the expiration date of your credit card, your billing address, and your shipping information (collectively your "Purchase Information"). You represent and warrant that you have the legal right to use the credit card(s) utilized in connection with a purchase. By submitting Purchase Information, you grant Joolz the right to share your Purchase Information with third parties for the purpose of facilitating the completion of your order. Verification of Purchase Information may be required prior to Joolz's acceptance of your purchase.

Products, Specifications and Colors

We strive to provide complete, accurate and current information on the Website. Occasionally, however, information may be inaccurate, incomplete or out of date. We make no representation as to the completeness, accuracy or current nature of any information on the Website. We are not responsible for pricing, typographical, or other errors in any offer and reserve the right to cancel any

orders arising from such errors. Joolz reserves the right, without prior notice, to limit the order quantity on any product and/or to refuse service to any customer. Joolz (including its third-party suppliers and service providers) may also require verification of information prior to the acceptance and/or shipment of any order.

We endeavor to display as accurately as possible the colors of our products that appear at the Website. However, the color you see will depend on your computer system, and we cannot guarantee that your computer will accurately display such colors.

If a Joolz product offered on the Website is not as described, your sole remedy is to return it in unused condition with its original packaging, tags and manuals.

Pricing

All prices on this website are listed in U.S. Dollars. Where products are offered for sale, prices do not include shipping or handling, which shall be charged on all orders as applicable and will be indicated at the time of your order. Sales tax is estimated at the time the product is purchased.

In the event a product is listed at an incorrect price due to typographical or other error in pricing, we have the right to refuse or cancel any orders placed for the products listed at the incorrect price whether or not the order has been confirmed or accepted and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, we will issue a credit to your credit card account in the amount of the incorrect price.

Shipment and Delivery

All items purchased from Joolz are delivered to you by an independent carrier (e.g. FedEx) that is not affiliated with Joolz. The risk of loss for products purchased through the Website passes to you upon our delivery of products to the carrier. In the event of a loss after delivery to the carrier, Joolz will reasonably cooperate with you in your filing of claims.

All ship and delivery dates specified on our website are estimates only and are subject to change. We do not guarantee delivery dates, and we are not responsible for delays by the carrier.

Damaged Merchandise

If any Joolz product arrives damaged or is missing parts, please notify Joolz immediately. Joolz will arrange to replace damaged or missing parts and for prepaid return shipping of damaged products. Please contact us at Service.US@joolz.com , Monday through Friday, 8:30 am to 5:00 pm ET

Returns

Unused items purchased from <https://us.joolz.com/> may be returned in their original condition and packaging within 30 days of delivery for a full merchandise refund, not including shipping charges.

The Tailor Stroller is not **REFUNDABLE NOR RETURNABLE**. It is a final sale item since it is a personalized stroller. You can request servicing of a tailor stroller.

To request a Return Authorization, please contact us at Service.US@joolz.com , Monday through Friday, 8:30 am to 5:00 pm ET. All returns require a Return Authorization.

Except in cases where the return is the result of an error by Joolz or the item arrives damaged or defective, original shipping charges are non-refundable and you are responsible for all return shipping costs. Joolz will not be liable for returns that are lost in transit or returned to the incorrect address; please retain your return tracking information.

The refund amount will be reduced by 20% when:

- Orders/Items are refused upon delivery
- Returns are made without authorization
- Returns are made past the 30 day return window
- Returns that are not in original box or retail packaging

IMPORTANT NOTE: Replacement part orders placed with our Consumer Services Department cannot be returned for a refund or an exchange. All replacement part sales are final.

Copyrights and Trademarks

The content and arrangements of the Website, including text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, are the property of Joolz, its affiliates and/or content suppliers, and are protected by applicable United States copyright, trademark and other laws. The software used on the Website is either the property of Joolz or is licensed by Joolz's software suppliers, and is protected by applicable United States copyright, trademark and other laws. You may not use Joolz's copyrights, trademarks and other intellectual property without Joolz's express written permission.

Disclaimer of Warranties and Limitation of Liability

This website is provided by Joolz on an "as is" and "as available" basis. Joolz makes no representations or warranties of any kind, express or implied, as to the operation of this website or the information, content, materials, or products included on this website. You expressly agree that your use of this website is at your sole risk.

To the full extent permissible by applicable law, Joolz disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. Joolz does not warrant that this website, its servers, or e-mail sent from Joolz are free of viruses or other harmful components. Joolz will not be liable for any damages of any kind arising from the use of this site, including, but not limited to direct, indirect, incidental, punitive, and consequential damages.

Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above disclaimers, exclusions, or limitations may not apply to you, and you might have additional rights.

Coupons

Joolz may, from time to time, offer Joolz products to friends and family at a special price through the Website by using a coupon or coupon code ("Coupons"). Coupons may only be used by their intended recipients. Joolz can only accept orders using Coupons placed by the intended recipient of such Coupons.

Indemnification

You agree to defend, indemnify and hold Joolz harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the Website and/or your breach of any representation, warranty, or other provision of these Terms of Use.

Modification and Severability

Joolz may modify, suspend or discontinue the Website or any service, content, feature or product offered through the Website, including these Terms of Use, with or without notice. Joolz shall not be liable for any modification, suspension or discontinuance of the Website, or any content, feature or product offered through the Website.

If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining Terms of Use.

Choice of Law

By visiting the Website, you agree that the laws of the state of New York, without regard to principles of conflict of laws, will govern these Terms of Service and Conditions of Use and any dispute of any sort that might arise between you and Joolz, its affiliates or service providers for this Website. If you access this Website from outside the United States, you will be responsible for compliance with all local laws. You agree to comply with all laws and regulations applicable to your use of this Website. You agree to submit to the personal and exclusive jurisdiction of the state or federal courts located within New York County, New York for any disputes with Joolz arising out of your use of this Website.

Entire Agreement

These Terms of Use constitute the entire agreement between Joolz and you with respect to this Website, and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between you and Joolz with respect to this Website. A printed version of these Terms of Use and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to these Terms of Use to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. No waiver by Joolz of any breach or default by you hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.