

TERMS AND CONDITIONS OF THE NESPRESSO SUBSCRIPTION

#subscription_plan_name#

MONTHLY FEE #periodic_fee# RON

DURATION OF THE CONTRACT #duration# months

TERMINATION FEE Nespresso Coffee Subscription

The Nespresso Coffee subscription may terminate at any time for no express reason and at no additional cost for you.

Nespresso Machine Subscription

The Nespresso Machine subscription engage and obliges you to make recurring payments for a period of minimum 12 months. If you want to terminate the subscription before the 12 months have passed, you will pay a termination fee, proportional to the remaining contractual period, depending on the purchased coffee machine, according to the table below:

Machine	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Inissia	490,00	449,17	408,33	367,50	326,67	285,83	245,00	204,17	163,33	122,50	81,67	40,83
Inissia Refurbished	392,00	359,33	326,67	294,00	261,33	228,67	196,00	163,33	130,67	98,00	65,34	32,67
Inissia with Aeroccino	890,00	815,83	741,67	667,50	593,33	519,17	445,00	370,83	296,67	222,50	148,33	74,17
Essenza Mini	590,00	540,83	491,67	442,50	393,33	344,17	295,00	245,83	196,67	147,50	98,33	49,17
Essenza Mini Pantone	640,00	586,67	533,33	480,00	426,67	373,33	320,00	266,67	213,33	160,00	106,67	53,33
Essenza Mini Refurbished	472,00	432,67	393,33	354,00	314,67	275,33	236,00	196,67	157,33	118,00	78,67	39,33
Pixie	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Pixie Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Citiz	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Citiz Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Citiz Platinum	1.099,00	1.007,42	915,83	824,25	732,67	641,08	549,50	457,92	366,33	274,75	183,17	91,58
Citiz & Milk Platinum	1.490,00	1.365,83	1.241,67	1.117,50	993,33	869,17	745,00	620,83	496,67	372,50	248,33	124,17
Citiz & Milk	1.290,00	1.182,50	1.075,00	967,50	860,00	752,50	645,00	537,50	430,00	322,50	215,00	107,50
Citiz & Milk Refurbished	1.032,00	946,00	860,00	774,00	688,00	602,00	516,00	430,00	344,00	258,00	172,00	86,00
Lattissima One Evolution	1.390,00	1.274,17	1.158,33	1.042,50	926,67	810,83	695,00	579,17	463,33	347,50	231,67	115,83
Lattissima One Evolution Refurbished	1.112,00	1.019,33	926,67	834,00	741,33	648,67	556,00	463,33	370,67	278,00	185,33	92,67
Lattissima Touch Refurbished	1.023,00	937,75	852,5	767,25	682,00	596,75	511,50	426,25	341,00	255,75	170,50	85,25
Atelier	1.790,00	1.640,83	1.491,67	1.342,50	1.193,33	1.044,17	895,00	745,83	596,67	447,50	298,33	149,17
Atelier Refurbished	1.432,00	1.312,67	1.193,33	1.074,00	954,67	835,33	716,00	596,67	477,33	358,00	238,67	119,33
Gran Lattissima	1.890,00	1.732,50	1.575,00	1.417,50	1.260,00	1.102,50	945,00	787,50	630,00	472,50	315,00	157,50
Gran Lattissima Refurbished	1.512,00	1.386,00	1.260,00	1.134,00	1.008,00	882,00	756,00	630,00	504,00	378,00	252,00	126,00
Vertuo Next	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next Premium	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Vertuo Next Deluxe	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Plus	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Pop	649,00	594,92	540,83	486,75	432,67	378,58	324,50	270,42	216,33	162,25	108,17	54,08
Vertuo Pop Pantone	699,00	640,75	582,50	524,25	466,00	407,75	349,50	291,25	233,00	174,75	116,50	58,25
Vertuo Pop Plus	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next with Aeroccino	1.190,00	1.090,83	991,67	892,50	793,33	694,17	595,00	495,83	396,67	297,50	198,33	99,17
Vertuo Next with Accessories	1.658,00	1.519,83	1.381,67	1.243,50	1.105,33	967,17	829,00	690,83	552,67	414,50	276,33	138,17
Vertuo Next with Aeroccino and Accessories	1.835,00	1.682,08	1.529,17	1.376,25	1.223,33	1.070,42	917,50	764,58	611,67	458,75	305,83	152,92
Vertuo Plus with Aeroccino and Accessories	2.135,00	1.957,08	1.779,17	1.601,25	1.423,33	1.245,42	1.067,50	889,58	711,67	533,75	355,83	177,92
Vertuo Pop with Aeroccino	1.029,00	943,25	857,50	771,75	686,00	600,25	514,50	428,75	343,00	257,25	171,50	85,75
Vertuo Lattissima	1.990,00	1.824,17	1.658,33	1.492,50	1.326,67	1.160,83	995,00	829,17	663,33	497,50	331,67	165,83
Creatista Plus Refurbished	2.312,00	2.119,33	1.926,67	1.734,00	1.541,33	1.348,67	1.156,00	963,33	770,67	578,00	385,33	192,67
Creatista PRO Refurbished	3.112,00	2.852,67	2.593,33	2.334,00	2.074,67	1.815,33	1.556,00	1.296,67	1.037,33	778,00	518,67	259,33
Vertuo Pop Refurbished	519,00	475,75	432,50	389,25	346,00	302,75	259,50	216,25	173,00	129,75	86,50	43,25
Vertuo Pop Plus Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Premium Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Vertuo Next Deluxe Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Plus Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Lattissima Refurbished	1.592,00	1.459,33	1.326,67	1.194,00	1.061,33	928,67	796,00	663,33	530,67	398,00	265,33	132,67
Vertuo Creatista Refurbished	2.792,00	2.559,33	2.326,67	2.094,00	1.861,33	1.628,67	1.396,00	1.163,33	930,67	698,00	465,33	232,67

By agreeing to the subscription, you declare that you agree to the imputation of this termination fee.

After the expiration of the minimum 12-month contractual period, the subscription will be automatically extended, subject to the application of art. 1.7, with the possibility to terminate after the minimum period, at any time, without justification and without any additional cost to you.

BENEFITS

Nespresso Coffee Subscription

Choose a Nespresso Coffee Subscription to benefit from Nespresso Credit and a discount on your favorite coffee capsules by paying the monthly amount specific to the chosen subscription plan, which is the same every month. The subscription plan is based on the customer's coffee consumption, but the subscription entitles the customer to purchase Nespresso products in the following categories: Nespresso coffee capsules, Nespresso accessories and/or Nespresso espresso machines for the amount paid by the customer using the Credit.

Nespresso Machine Subscription

Choose a Nespresso Coffee and Coffee Machine Subscription to benefit from the subscription price of a coffee machine and the coffee capsules you want, depending on the monthly payment amount for the chosen subscription, converted into Nespresso credit. You will buy a Nespresso coffee machine at a subscription price of 1 (one) RON, and the amount you will pay later during each month will depend on the subscription plan you choose. In exchange for the monthly payment amount included in the subscription and converted into Nespresso Credit, you can regularly purchase Nespresso coffee capsules, accessories and / or coffee machines using Nespresso Credit.

After the expiry of the minimum 12 months contractual period, with the automatic extension of the subscription, in addition to the Nespresso Credit related to the chosen plan, you will benefit from Nespresso Extra-Credit accumulated by paying the monthly amount specific to the chosen subscription plan, this being the same every month.

NESPRESSO CREDIT TERMS

Nespresso Coffee Subscription

Each month, a fixed amount, representing the amount of the monthly subscription rate paid, will be allocated to your online account as Nespresso Credit. The same Nespresso Credit for which you are eligible will be added to your membership account each month, within a maximum of 4 days from the date of the monthly payment. In addition, as a membership benefit, you will benefit from a 6% to 12% discount on your coffee

orders for the entire duration of your membership, depending on the subscription plan chosen.

As of the 3rd month of your subscription, you will automatically acquire Nespresso Ambassador status whereby you will acquire the following extra benefits under the Nespresso&YOU loyalty program:

- 15% extra discount on accessories and Aeroccino
- Free decalcifying solution offered for a total of 1000 capsules purchased
- Benefits for recommendations
- Extended warranty on espresso machines purchased after becoming Ambassador
- Exclusive sales
- Anniversary gift

After the termination of the subscription, any Nespresso Credit left unconsumed will still be valid and you will be able to use it for up to 2 (two) years after the termination of the subscription, otherwise the amounts remain available to Nespresso.

Nespresso Machine Subscription

Each month, a fixed amount will be allocated to your online account, representing the value of the monthly subscription rate paid, representing the Nespresso Credit. All Nespresso Credits for which you are eligible will be added to your membership account each month, within a maximum of 4 days of receiving your monthly payment amount.

In addition, after the expiration of the minimum 12 months contractual period, with the automatic extension of the subscription, as a benefit, you will be allocated monthly to your membership account, a Nespresso Extra Credit representing 10% of the amount paid monthly, in the form of bonus points. Each bonus point is equivalent to 1.00 RON and is automatically credited to your online account as follows: for every 10.00 RON paid as part of the fixed amount paid for the subscription, your membership account will be automatically credited with 1 bonus point. The bonus points can be used by you at the time of a subsequent purchase, it is not possible to convert them into money.

After the termination of the subscription, any Nespresso Credit left unconsumed will still be valid and you will be able to use it for up to 2 (two) years after the termination of the subscription, otherwise the amounts remain available to Nespresso.

These terms and conditions (hereinafter referred to as the "**Contract**") govern your agreement with Nespresso in Romania for **Nespresso subscriptions: Nespresso Coffee Subscription and Nespresso Machine Subscription.**

If you conclude the Nespresso subscription that suits you **online (via the website www.nespresso.com/ro/en)**, this Contract applies in addition to the General Terms and Conditions of Sale that you may consult www.nespresso.com/ro/en in the Legal Information section. After accepting this Contract and choosing the type of subscription, you will receive by e-mail the confirmation of the activation of the chosen subscription and the Contract filled in with your data. Purchasing any Nespresso subscription by accepting this Contract, you fully accept all these provisions, which, together, have the nature of a contract between Nespresso and you, approved and agreed by you.

If you conclude the Nespresso subscription plan **by phone (through the Customer Relationship Center)**, the contractual relationship with Nespresso will be governed by the provisions of this Contract. In this situation, the Nespresso representative will provide you with all the information required by the applicable legislation regarding contracts concluded at a distance. After you express your agreement over the phone, Nespresso will send you the content of the contract via email, which will take effect only after you explicitly express your consent in writing, on a durable medium (the email address associated with your Nespresso account).

If you conclude the Nespresso subscription that best suits you **within Nespresso stores**, the contractual relationship with Nespresso takes place based on the provisions of this Contract. After signing this Contract and choosing the subscription that suits you, you will receive by e-mail the confirmation of activation of the chosen subscription and the Contract filled in with your data and electronically signed in Nespresso stores in the presence of a Nespresso representative. Purchasing any Nespresso subscription by electronically signing this Contract in Nespresso stores, you fully accept all of these provisions, which have the nature of a contract between Nespresso and you, approved and agreed by you.

The subscriptions are offered to the public by the Nespresso division of Nestlé Romania SRL, called "Nespresso", having its registered office in George Constantinescu Street, no. 3, entrance A, floor 7, district 2, Bucharest, registered in the Trade Register under no. J2010010813404, Sole Registration Code RO 8184502, bank account RO71 CITI 0000 0007 2465 2158 opened at Citi Bank Europe PLC, Dublin - Romania Branch.

For any information, you can contact us at any time at Nestlé Romania S.R.L., Nespresso Division, George Constantinescu Street, no.3, entrance A, floor 7, district 2, Bucharest, Romania or send us an email to Nespresso.Romania@Nespresso.com or call the Customer Relations Center, at 0 800 008 300 (free call from any network).

Types of subscriptions

Nespresso offers you 3 (three) types of coffee subscriptions, structured according to coffee consumption, and 46 (forty six) Coffee and Coffee Machine subscriptions, structured as a package, according to the coffee consumption and the chosen coffee machine.

At the same time, Nespresso offers Nespresso Club members with expert or Ambassador status 2 types of machine subscriptions.

A subscription involves and obliges you to make recurring payments for a given period, specific to each type of subscription, exclusively by bank, credit or debit card. Only VISA and Mastercard credit cards are accepted. Your card will be debited by Nespresso automatically, each month, according to the chosen

subscription. To do this, you need to register a valid card in your Nespresso membership account. We do not take any responsibility for any limitations imposed by your bank.

Contents of the document:

Chapter I: General conditions common to all subscription plans

Chapter II: Terms and Conditions of the Nespresso Coffee Subscription

Chapter III: General Terms and Conditions of the Nespresso Machine Subscription

Chapter IV: Specific Terms and Conditions of the Nespresso Machine Subscription

Chapter V: Other provisions applicable to the parties

CHAPTER. I: GENERAL CONDITIONS COMMON TO ALL SUBSCRIPTION PLANS

1.1 Who can subscribe?

Customers who select the subscription options, legal entities with registered office in Romania and individuals who are at least 18 years old and live in Romania can benefit from Nespresso subscriptions.

Nespresso members with Expert and Ambassador status.

If a subscription has been subscribed to by a particular entity (whether physical or legal), it may not be modified or transferred. This restriction aims to ensure clarity and stability in the management of subscriptions. It is therefore essential that customers are aware of this limitation before signing the contract and ensure that all the details and conditions of the subscription are clearly understood. **Only one subscription option can be accessed for a single Nespresso Member.**

The subscription is not applicable to employees of Nestle Romania S.R.L

1.2 How the payments work

The subscription of your choice has a fixed price. You will pay the same amount of money monthly, for the entire validity period of the subscription, established according to the chosen subscription. The invoice will not be issued when the subscription payment is withdrawn. The invoice will be issued only when an order from the available credit will be placed.

The monthly price of a subscription contains any other additional costs, including the delivery of the purchased products. The prices of Nespresso products include the related VAT, which is different depending on the product.

For all orders where you choose payment on delivery (cash or card), an additional fee of **4,00 RON** will be charged. You also have the option to pay by card on the website, in the mobile app, as well as through the Customer Relations Center, at the time you place your order.

The cash-on-delivery fee applies regardless of any benefits you may have as a Nespresso member and regardless of any active promotions.

1.3 Do I need to be a Nespresso Member in order to purchase a Nespresso subscription?

To opt for any of the available subscriptions, if you are not already a Nespresso Member, you will need to register. Registration as a Nespresso Member can be done in advance, in any of the sales channels below:

- Online, on the www.nespresso.com website
- On the spot, in Nespresso Boutique
- By means of the Client Service Centre, available at 0 800 008 300 (free-call from any network, from Monday to Friday between 08:00 - 20:00).

1.4 What is Nespresso Credit and Nespresso Extra Credit

By paying automatically your monthly subscription fee using your credit card stored in your account and attached to your subscription plan, each month you will receive a fixed amount representing the paid amount of the monthly subscription rate - the Nespresso Credit - which you can use to purchase Nespresso coffee, accessories and / or Nespresso coffee machines, both online at [www. Nespresso.com](http://www.Nespresso.com), as well as by phone or in Nespresso stores.

Both credit and extra credit accumulated in your account may not be used for any other purchases of goods or services than mentioned above.

Depending on your coffee subscription and its conditions, you will be assigned a Nespresso Extra-Credit in your account.

Nespresso Credit and Nespresso Extra Credit may be used only for the purchase of Nespresso products, namely Nespresso coffee, accessories and / or coffee machines, during the validity of the subscription or for a maximum period of 2 (two) years after the termination date, otherwise the amounts remain available to Nespresso. The order of use of Nespresso Credit and Nespresso Extra Credit for payment will be automatic, as follows: Nespresso Credit, Nespresso Extra-Credit.

Nespresso Credit and Extra-Nespresso Credit cannot be used to purchase Nespresso Subscriptions, cannot be refunded, cannot be transferred and cannot be exchanged for their cash equivalent. You can check their value by accessing your account online at www.nespresso.com/ro/en or with the help of Nespresso specialists from Nespresso stores or the Customer Service Center. In the event of termination of the Subscription for any reason and the subsequent conclusion of a new Subscription(s) within two (2) years, Nespresso Credit and/or Nespresso Extra-Credit will be available on the same membership account for each related Subscription. Therefore, the order of use for payment of Nespresso Credit and Nespresso Extra-Credit will operate starting with the Nespresso Credit and Nespresso Extra-Credit related to the oldest Subscription, as follows: Nespresso Credit and/or Nespresso Extra-Credit Subscription 1, Nespresso Credit and/or Nespresso Extra-Credit Subscription 2, etc.

Nespresso reserves the right to terminate payment of the Nespresso Extra Credit at any time and without giving reasons.

1.5 Unpaid payments

If you fail to pay the monthly amounts due on the due date, Nespresso reserves the right to recover those amounts by any legal means, including but not limited to our automated system that will attempt to process the payment on a recurring basis. Any payment due will be made so that the next payment will have to cover both the previous month and the current month.

1.6 Security checks

To ensure that your bank card is not used without your consent, we reserve the right to contact you to validate your name, address and other personal information provided by you when placing your order. By accepting these additional conditions you consent to these verifications.

Also, if there are suspicions of fraud, to ensure that there are no situations in which someone else uses your bank card without your consent, we reserve the right to contact you to confirm transactions.

To ensure the correct and safe use of the subscription and the associated Nespresso Credit in Nespresso physical locations, the Customer is required to authenticate properly in Nespresso Stores. Authentication involves two steps:

a) Identification by providing the full name and the phone number associated with the Nespresso Account;

b) Additional verification through at least one of the following elements: the last 4 digits of the saved card, the available balance in the account, the membership number, or direct authentication in the application.

In the absence of these elements, presentation of an identity document may be requested.

The Customer's refusal to provide the necessary information will result in the inability to access the Nespresso Credit from the account, in order to protect the Nespresso Account against fraudulent use and to safeguard the subscription holder.

1.7 Subscription Termination

If you wish to terminate your subscription, you can do so by accessing the My Account / My Subscriptions section at www.nespresso.com/ro/en or by contacting the Customer Service Center at 0800 008 300 (free call from any network) or visiting any Nespresso store. This option is available only for the Nespresso Coffee Subscription, at any time from the activation of the subscription plan.

In the case of the Nespresso Machine Subscription, the conditions mentioned in section 3.5 must be met.

You will not receive a refund for monthly payments already made at the end of your subscription. If you decide to terminate your subscription, you will lose the status of Ambassador acquired as a result of the subscription purchase, but this will not affect the rights already acquired as a Nespresso member prior to the subscription purchase.

1.8 After the subscription ends

After the termination of the subscription, any Nespresso Credit left unconsumed will still be valid and you will be able to use it for up to 2 (two) years after the termination of the subscription, otherwise the amounts remain available to Nespresso.

1.9 Modification of the Contract

Nespresso reserves the right to notify the public of changes to this Contract at any time, but will not apply to ongoing subscriptions. Ongoing subscriptions may be modified by express written agreement to this effect between the contracting parties.

1.10 Personal data processing

For the implementation of each type of subscription, Nespresso processes your personal data, in accordance with the Nespresso data processing policy, available at the link www.nespresso.com/ro/en/legal, which, by contracting a subscription plan, you declare that you have read it and agree to its provisions.

The personal data that can be processed by Nespresso and the payment processing service funder for the purpose of optimal implementation of the subscription plans and its subsequent execution are: name, surname, address, telephone number, email address, bank card details, membership data in Nespresso. Additionally, in the event that this Contract will be electronically signed in Nespresso physical stores, we will also process your signature.

In accordance with the (EU) 2016/679 Regulation on the protection of individuals with regard to the processing of personal data and on the free movement of such data and national legislation, data subjects enjoy the rights of information, access to data, intervention and portability of personal data, the right not to be subject to an automated individual decision and to appeal to justice and competent authorities. In order to exercise these rights, the participants can send a written request, dated and signed, to Nestle Romania SRL, Nespresso Division at George Constantinescu Street, no. 3, entrance A, floor 7, district 2, postal code 020339, Bucharest, Romania, or by email at dataprotection@ro.nestle.com or call the Customer Service at 0 800 008 300 (free call from any network).

Considering the legitimate interest of Nespresso to confirm the identity of the customer, to prevent possible fraud, to take any steps before any court, authority, public institution, as well as the interest to defend any rights in accordance with the present Contract, at the time of concluding the Contract, a correct and complete verification of the Customer's identity will be carried out, as follows:

1. in the situation where the Nespresso subscription is contracted through Nespresso stores, Nespresso representatives will request the identity document (CI / passport) exclusively to verify the identity of the person concluding this Agreement and to confirm that the Customer's identification data (full name and home address) are correctly and completely included in the Contract. To avoid any doubt, the Nespresso representatives will not keep any kind of copy of

the identity document, which will be returned to the Customer immediately after verifying his identity;

1.11 Complaints

For questions, comments, or complaints regarding your Nespresso subscriptions and its terms and conditions, you can contact us at any time at Nestlé Romania S.R.L., Nespresso Division, George Constantinescu Street, no. 3, entrance A, floor 7, district 2, Bucharest, Romania or send us an email to Nespresso.Romania@Nespresso.com or call the Customer Relations Center, at 0 800 008 300 (free call from any network).

CHAPTER II: TERMS AND CONDITIONS OF THE NESPRESSO COFFEE SUBSCRIPTION

2.1 Subscription price

Choose a Nespresso Coffee Subscription to benefit from Nespresso Credit towards the purchase of Nespresso products and a discount on your favorite Nespresso coffee capsules by paying the monthly amount specific to the chosen subscription plan, which is the same every month. The Nespresso Coffee Subscription is based on the customer's coffee consumption, but the subscription entitles the customer to purchase Nespresso products in the following categories: Nespresso coffee capsules, Nespresso accessories and/or Nespresso espresso machines for the amount paid by the customer using the Credit. Product prices include VAT and VAT rates may vary depending on the coffee products, accessories and/or espresso machines. The monthly amounts specific to the chosen subscription plan, representing the contract price, are as follows:

Nespresso Coffee Subscription with a consumption plan of 1-2 capsules/day – pay 119,00 RON/ month and you will get 119,00 RON credit

- **For the first 5 months of your subscription plan** you get 6% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program
- **From the 6th month** you get 8% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

Nespresso Coffee Subscription with a consumption plan of 2-3 capsules/day – pay 199,00 RON/ month and you will get 199,00 RON credit

- **For the first 5 months of your subscription plan** you get 8% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program
- **From the 6th month** you get 10% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

Nespresso Coffee Subscription with a consumption plan of 3-4 capsules/day – pay 259,00 RON/ month and you will get 259,00 RON credit

- **For the first 5 months of your subscription plan** you get 10% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program
- **From the 6th month** you get 12% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

2.2 When should payments be made?

The first payment for the first month of subscription is due when you subscribe to the desired Nespresso Coffee Subscription plan, respectively:

- on the date you sign this Contract if it is purchased in Nespresso physical stores or
- on the date you accept this Contract if it is purchased online on the Nespresso website or
- on the date you accept this Contract, in written, using the email address registered in your Nespresso account, if you purchase by phone through the Customer Relationship Center.

The monthly amount will be paid exclusively by card (debit or credit card), by Direct Debit. To do this, you need to register a valid bank card in your Nespresso membership account. Only VISA and Mastercard credit cards are accepted. We do not take any responsibility for any limitations imposed by your bank. The following payments will be made each month, on the same day as the month in which your subscription was activated, by recurring debiting of your card by Nespresso.

For contracts concluded by phone through the Customer Relationship Center, the bank card details will be entered by the Customer during the phone call, through a secure interface provided by the third-party partner Eckoh (a virtual terminal). The information necessary to complete the payment includes:

- All digits of the bank card (these are anonymized, with the Customer Relationship Center having access only to the last 4 digits of the card),
- The security code (CVV or CVC),
- The cardholder's name and expiration date, which will be communicated to the operator in the Customer Relationship Center and manually entered by them into the virtual terminal.

Payments will be processed only after you explicitly express your consent in writing, on a durable medium (the email address associated with your Nespresso account).

2.3 What is included in the Nespresso Coffee Subscription

Each month, a fixed amount, representing the amount of the monthly subscription rate paid, will be allocated to your online account as Nespresso Credit. The same Nespresso Credit for which you are eligible will be added to your membership account each month, within a maximum of 4 days from the date of the monthly payment.

In addition, as subscription benefits you will benefit from a discount on coffee orders, the acquisition of Nespresso Ambassador status and an anniversary gift, depending on the subscription plan chosen and the number of months with an active subscription, as follows:

Nespresso Coffee Subscription with a consumption plan of 1-2 capsules/day – pay 119,00 RON/ month and you will get 119,00 RON credit

- **For the first 5 months of your subscription plan** you get 6% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program:
 - - 15% extra discount on accessories and Aeroccino
 - - Free decalcifying solution offered for a total of 1000 capsules purchased
 - - Extended warranty on espresso machines purchased after becoming Ambassador
 - - Exclusive sales
 - - Anniversary gift
- **From the 6th month** you get 8% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

Nespresso Coffee Subscription with a consumption plan of 2-3 capsules/day – pay 199,00 RON/ month and you will get 199,00 RON credit

- **For the first 5 months of your subscription plan** you get 8% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program:
 - - 15% extra discount on accessories and Aeroccino
 - - Free decalcifying solution offered for a total of 1000 capsules purchased
 - - Extended warranty on espresso machines purchased after becoming Ambassador
 - - Exclusive sales
 - - Anniversary gift
- **From the 6th month** you get 10% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

Nespresso Coffee Subscription with a consumption plan of 3-4 capsules/day – pay 259,00 RON/ month and you will get 259,00 RON credit

- **For the first 5 months of your subscription plan** you get 10% discount on coffee
- **From the 3rd month** you automatically acquire Nespresso Ambassador tier and unlock extra benefits under the Nespresso&YOU Program:
 - - 15% extra discount on accessories and Aeroccino
 - - Free decalcifying solution offered for a total of 1000 capsules purchased
 - - Extended warranty on espresso machines purchased after becoming Ambassador
 - - Exclusive sales
 - - Anniversary gift
- **From the 6th month** you get 12% discount on coffee
- **In the 12th month** you get a Nespresso accessory as a gift

Based on the Nespresso Coffee Subscription, you will be able to choose to regularly purchase Nespresso coffee capsules, accessories and / or coffee machines online at www.nespresso.com, by phone or in Nespresso stores, using Nespresso Credit.

2.4 Delivery of purchased products

In case you have **concluded your subscription online, on the website www.nespresso.com/ro/en or by phone through the Customer Relations Centre**, the delivery of the products will be made in compliance with the provisions on "Delivery" of the Nespresso General Terms and Conditions of Sale which you can consult on www.nespresso.com/ro/en in the Legal Information section, depending on the subscription chosen, at the correspondence address indicated by you. The delivery cost is included in the monthly price of the subscription.

For all orders where you choose payment on delivery (cash or card), an additional fee of **4,00 RON** will be charged. You also have the option to pay by card on the website, in the mobile app, as well as through the Customer Relations Center, at the time you place your order.

The cash-on-delivery fee applies regardless of any benefits you may have as a Nespresso member and regardless of any active promotions.

If you have **concluded your subscription in Nespresso stores**, the Nespresso coffee capsules for the desired subscription can be handed over to you in the Nespresso store where you have chosen to activate the subscription, if they are available in that store. If the Nespresso coffee assortments are not available in the Nespresso store where you have activated the desired subscription, the Nespresso employee in the store can place an online order for you with the assortments you want, and the delivery will be made to the address indicated by you. The delivery cost is included in the monthly price of the subscription.

For all orders where you choose payment on delivery (cash or card), an additional fee of **4,00 RON** will be charged. You also have the option to pay by card on the website, in the mobile app, as well as through the Customer Relations Center, at the time you place your order.

The cash-on-delivery fee applies regardless of any benefits you may have as a Nespresso member and regardless of any active promotions.

2.5 How long does the Nespresso Coffee Subscription last?

The Nespresso Coffee subscription may terminate at any time for no express reason and at no additional cost to you, by sending us an e-mail to Nespresso.Romania@nespresso.com or using the "Termination" button in the "My Account" section.

The amounts paid until the termination date cannot be refunded, but will remain in your account, in the form of Nespresso Credit, and can be used within 2 (two) years, otherwise the amounts remain available to Nespresso.

CHAPTER III: GENERAL TERMS AND CONDITIONS OF THE NESPRESSO MACHINE SUBSCRIPTION

3.1. Subscription price

Choose a Nespresso Machine Subscription to benefit from the subscription price of a coffee machine and the coffee capsules you want, depending on the monthly payment amount for the chosen subscription, converted into Nespresso credit. You will buy a Nespresso coffee machine at a subscription price of 1 (one) RON, and the amount you will pay later each month will depend on the subscription plan you choose, from:

1. Nespresso Esenza Mini C30 Machine Subscription
2. Nespresso Esenza Mini D30 Machine Subscription
3. Nespresso Inissia Machine Subscription
4. Nespresso Pixie Machine Subscription
5. Nespresso Citiz Machine Subscription
6. Nespresso CitiZ&Milk Machine Subscription
7. Nespresso CitiZ Platinum Machine Subscription
8. Nespresso Atelier Machine Subscription
9. Nespresso Lattissima One Evolution Machine Subscription
10. Nespresso Gran Lattissima Machine Subscription
11. Nespresso Vertuo Next Machine Subscription
12. Nespresso Vertuo Next Premium Machine Subscription
13. Nespresso Vertuo Next Deluxe Machine Subscription
14. Nespresso Vertuo Plus C Machine Subscription
15. Nespresso Vertuo Plus D Machine Subscription
16. Nespresso Vertuo Pop Machine Subscription
17. Nespresso Bundle Inissia with Aeroccino, Machine Subscription
18. Nespresso Bundle Vertuo Next with Aeroccino, Machine Subscription
19. Nespresso Bundle Vertuo Pop with Aeroccino, Machine Subscription
20. Nespresso Bundle Vertuo Next with Accessories, Machine Subscription
21. Nespresso Bundle Vertuo Next with Aeroccino, Accessories, Machine Subscription
22. Nespresso Bundle Vertuo Plus D with Aeroccino, Accessories, Machine Subscription
23. Nespresso Vertuo Lattissima Machine Subscription
24. Nespresso CitiZ&Milk Platinum Machine Subscription
25. Nespresso Vertuo Pop Plus Machine Subscription
26. Nespresso Esenza Mini C30 Pantone Limited Edition Machine Subscription
27. Nespresso Vertuo Pop Pantone Limited Edition Machine Subscription
28. Nespresso Esenza Mini C30 Refurbished Machine Subscription
29. Nespresso Esenza Mini D30 Refurbished Machine Subscription
30. Nespresso Inissia Refurbished Machine Subscription
31. Nespresso Pixie Refurbished Machine Subscription
32. Nespresso Citiz Refurbished Machine Subscription
33. Nespresso Citiz & Milk Refurbished Machine Subscription
34. Nespresso Lattissima One Evolution Refurbished Machine Subscription
35. Nespresso Lattissima Touch Refurbished Machine Subscription
36. Nespresso Aterlier Refurbished Machine Subscription
37. Nespresso Gran Lattissima Refurbished Machine Subscription
38. Nespresso Creatista Plus Refurbished Machine Subscription
39. Nespresso Creatista PRO Refurbished Machine Subscription
40. Nespresso Vertuo POP Refurbished Machine Subscription

41. Nespresso Vertuo Next Refurbished Machine Subscription
42. Nespresso Vertuo Next Premium Machine Subscription
43. Nespresso Vertuo Next Deluxe Machine Subscription
44. Nespresso Vertuo Lattissima Machine Subscription
45. Nespresso Vertuo Plus Machine Subscription
46. Nespresso Vertuo Creatista Machine Subscription
47. Nespresso Creatista Plus Espresso Subscription for Experts or Ambassadors
48. Nespresso Creatista PRO Espresso Subscription for Experts or Ambassadors

You can find the specifications of each coffee machine and the guarantees offered by accessing the Nespresso website at the links below:

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-grey-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-rubyred-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/inissia-ruby-red>

<https://www.nespresso.com/ro/en/order/machines/original/pixie-carmine-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citiz-cherry-red-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citizandmilk-cherry-red-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citiz-platinum-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/nespresso-atelier-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-facelift-white-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/gran-lattissima-fresh-vitality-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-c-cherry-red-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-rich-brown-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-pure-chrome-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-plus-c-ink-black-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-plus-d-red-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-aqua-mint-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/bundle-inissia-red-aeroccino3>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-aqua-mint-aeroccino3>

<https://www.nespresso.com/ro/en/order/machines/vertuo/bundle-vertuo-next-accessories>

<https://www.nespresso.com/ro/en/order/machines/vertuo/bundle-vertuo-next-aeroccino-accessories>

<https://www.nespresso.com/ro/en/order/machines/vertuo/bundle-vertuo-plus-d-aeroccino-accessories>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-lattissima-white-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-plus-titan-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citizandmilk-platinum-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-c30-pantone-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-pantone-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/inissia-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/inissia-red-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-c30-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-c30-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-c30-silver-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-c30-grey-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-d30-red-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-d30-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-d30-matte-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/essenza-mini-d30-green-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citiz-milk-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/citiz-milk-red-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-brown-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-evo-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/lattissima-one-evo-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/gran-lattissima-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/gran-lattissima-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/creatista-plus-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/original/creatista-pro-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-lattissima-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-rich-brown-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-pure-chrome-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-d-dark-grey-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-c-light-grey-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-c-cherry-red-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-next-c-matt-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-pacific-blue-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-liquorice-black-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-coconut-white-refurbished-coffee-machine>

<https://www.nespresso.com/ro/en/order/machines/vertuo/vertuo-pop-spicy-red-refurbished-coffee-machine>

The subscription refers to customers' coffee consumption and the use of a coffee machine, but the price of the subscription gives the customer the right to purchase Nespresso products: Nespresso coffee capsules, accessories and/ or coffee machines. VAT rates on coffee products, accessories and/ or espresso machines are different.

The Nespresso Machine Subscription can be purchased in the Nespresso physical stores only within the limit of the coffee machines available in the Nespresso store where you have chosen to activate the subscription. If the model of the Nespresso machine you have chosen is not available in the Nespresso store, you can contract the desired subscription online, on our website www.nespresso.com/ro/en **or by phone through the Customer Relations Centre.**

3.2 When should payments be made?

The first payment for the first month of subscription is due when you subscribe to the desired Nespresso Machine Subscription plan, respectively:

- on the date you sign this Contract if it is purchased in Nespresso physical stores or
- on the date you accept this Contract if it is purchased online on the Nespresso website or
- on the date you accept this Contract, in written, using the email address registered in your Nespresso account if it is purchased by phone through the Customer Relationship Center.

The monthly amount will be paid exclusively by card (debit or credit card), by Direct Debit. To do this, you need to register a valid bank card in your Nespresso membership account. Only VISA and Mastercard credit cards are accepted. We do not take any responsibility for any limitations imposed by your bank. The following payments will be made each month, on the same day as the month in which your subscription was activated, by recurring debiting of your card by Nespresso.

For contracts concluded by phone through the Customer Relationship Center, the bank card details will be entered by the Customer during the phone call, through a secure interface provided by the third-party partner Eckoh (a virtual terminal). The information necessary to complete the payment includes:

- All digits of the bank card (these are anonymized, with the Customer Relationship Center having access only to the last 4 digits of the card),
- The security code (CVV or CVC),
- The cardholder's name and expiration date, which will be communicated to the operator in the Customer Relationship Center and manually entered by them into the virtual terminal.

Payments will be processed only after you explicitly express your consent in writing, on a durable medium (the email address associated with your Nespresso account).

3.3 What is included in the Nespresso Coffee and Coffee Machine Subscription?

You will buy the chosen Nespresso coffee machine at the subscription price of 1 (one) RON and you will also pay the first monthly payment amount. After paying the price of 1 (one) RON and the first monthly payment amount and after signing or accepting the Contract (depending on the contracting channel - online or in Nespresso stores) and receiving by e-mail the confirmation that the subscription is activated, the Nespresso coffee machine for the chosen subscription will be handed to you according to the details indicated below in point 3.4. In exchange for the monthly payment amount included in the subscription and converted to Credit Nespresso, you can regularly purchase Nespresso coffee capsules, accessories and/ or espresso machines using Nespresso Credit as described below.

You acquire ownership of the Nespresso coffee machine after paying the full subscription price of 1 (one) RON.

In addition, after the expiry of the minimum 12 months contractual period, together with the automatic extension of the subscription, as a benefit, you will be allocated monthly to your member account, a Nespresso Extra Credit representing 10% of the amount paid monthly, in the form of points bonus. Each bonus point is equivalent to 1.00 RON and is automatically credited to your online account as follows: for every 10.00 RON paid as part of the fixed amount paid for the subscription, your membership account will be automatically credited with 1 bonus point. The bonus points can be used by you at the time of a subsequent purchase, it is not possible to convert them into money.

3.4 Delivery of purchased products

If you have concluded your subscription in Nespresso stores, the Nespresso coffee machine and the coffee capsules for the desired subscription can be handed over to you in the Nespresso store where you have chosen to activate the subscription, if they are available in that store. If the model of the Nespresso machine you have chosen is not available in the Nespresso store, you can purchase the desired subscription online, on our website www.nespresso.com/ro/en or by phone through the Customer Relations Centre.

If you have concluded your subscription online, on the website www.nespresso.com/ro/en or by phone through the Customer Relations Centre the Nespresso coffee machine corresponding to the desired subscription will be delivered to the correspondence address indicated by you, within a maximum of 5 working days from the date of payment of the amount related to the chosen subscription and the sending by email of the subscription activation confirmation.

Delivery of Nespresso capsules will be made, depending on each subscription chosen, to the correspondence address indicated by you, within a maximum of 5 working days from the date of payment of the amount related to the chosen subscription and sending by email the subscription activation confirmation. Delivery of the products purchased during the active subscription period is free, regardless of the value except for the delivery by bicycle via Sinapseria and for the fee for paying for the products in cash or by card upon delivery, in amount of **4,00 RON**.

For all orders where you choose payment on delivery (cash or card), an additional fee of **4,00 RON** will be charged. You also have the option to pay by card on the website, in the mobile app, as well as through the Customer Relations Center, at the time you place your order.

The cash-on-delivery fee applies regardless of any benefits you may have as a Nespresso member and regardless of any active promotions

3.5 What is the duration of a Nespresso Machine Subscription plan?

The Nespresso Machine Subscription lasts minimum 12 months from the date of the first payment according to the chosen subscription; if termination is desired prior to the expiration of the minimum 12 months period, the termination fee is applicable, according to the "Termination Fee" section and this article.

After the expiration of the minimum 12 months contractual period, the subscription will be automatically extended, subject to the application of art. 1.7, with the possibility to terminate at any time without justification and without any additional cost to you.

The Nespresso Machine Subscription involves and obliges you to make recurring payments for a period of minimum 12 months (and further, if the subscription extension operates, for its entire duration).

During the minimum contractual period of 12 months, it is not possible to request a suspension or termination of the contract without paying a termination fee proportional to the remaining contractual period, depending on the model of the coffee machine purchased.

There may be exceptional situations in which Nespresso may agree to terminate the contract or defer the installments; however, we reserve the right to request additional supporting documents from the customer to substantiate the reason for such a request.

If you want to terminate the subscription before the 12 months have passed, you will pay a termination fee proportional to the remaining contractual period, depending on the purchased coffee machine, according to the table below:

Machine	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Inissia	490,00	449,17	408,33	367,50	326,67	285,83	245,00	204,17	163,33	122,50	81,67	40,83
Inissia Refurbished	392,00	359,33	326,67	294,00	261,33	228,67	196,00	163,33	130,67	98,00	65,34	32,67
Inissia with Aeroccino	890,00	815,83	741,67	667,50	593,33	519,17	445,00	370,83	296,67	222,50	148,33	74,17
Essenza Mini	590,00	540,83	491,67	442,50	393,33	344,17	295,00	245,83	196,67	147,50	98,33	49,17
Essenza Mini Pantone	640,00	586,67	533,33	480,00	426,67	373,33	320,00	266,67	213,33	160,00	106,67	53,33
Essenza Mini Refurbished	472,00	432,67	393,33	354,00	314,67	275,33	236,00	196,67	157,33	118,00	78,67	39,33
Pixie	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Pixie Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Citiz	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Citiz Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Citiz Platinum	1.099,00	1.007,42	915,83	824,25	732,67	641,08	549,50	457,92	366,33	274,75	183,17	91,58
Citiz & Milk Platinum	1.490,00	1.365,83	1.241,67	1.117,50	993,33	869,17	745,00	620,83	496,67	372,50	248,33	124,17
Citiz & Milk	1.290,00	1.182,50	1.075,00	967,50	860,00	752,50	645,00	537,50	430,00	322,50	215,00	107,50
Citiz & Milk Refurbished	1.032,00	946,00	860,00	774,00	688,00	602,00	516,00	430,00	344,00	258,00	172,00	86,00
Lattissima One Evolution	1.390,00	1.274,17	1.158,33	1.042,50	926,67	810,83	695,00	579,17	463,33	347,50	231,67	115,83
Lattissima One Evolution Refurbished	1.112,00	1.019,33	926,67	834,00	741,33	648,67	556,00	463,33	370,67	278,00	185,33	92,67
Lattissima Touch Refurbished	1.023,00	937,75	852,5	767,25	682,00	596,75	511,50	426,25	341,00	255,75	170,50	85,25
Atelier	1.790,00	1.640,83	1.491,67	1.342,50	1.193,33	1.044,17	895,00	745,83	596,67	447,50	298,33	149,17
Atelier Refurbished	1.432,00	1.312,67	1.193,33	1.074,00	954,67	835,33	716,00	596,67	477,33	358,00	238,67	119,33
Gran Lattissima	1.890,00	1.732,50	1.575,00	1.417,50	1.260,00	1.102,50	945,00	787,50	630,00	472,50	315,00	157,50
Gran Lattissima Refurbished	1.512,00	1.386,00	1.260,00	1.134,00	1.008,00	882,00	756,00	630,00	504,00	378,00	252,00	126,00
Vertuo Next	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next Premium	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Vertuo Next Deluxe	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Plus	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Pop	649,00	594,92	540,83	486,75	432,67	378,58	324,50	270,42	216,33	162,25	108,17	54,08
Vertuo Pop Pantone	699,00	640,75	582,50	524,25	466,00	407,75	349,50	291,25	233,00	174,75	116,50	58,25
Vertuo Pop Plus	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next with Aeroccino	1.190,00	1.090,83	991,67	892,50	793,33	694,17	595,00	495,83	396,67	297,50	198,33	99,17
Vertuo Next with Accessories	1.658,00	1.519,83	1.381,67	1.243,50	1.105,33	967,17	829,00	690,83	552,67	414,50	276,33	138,17
Vertuo Next with Aeroccino and Accessories	1.835,00	1.682,08	1.529,17	1.376,25	1.223,33	1.070,42	917,50	764,58	611,67	458,75	305,83	152,92
Vertuo Plus with Aeroccino and Accessories	2.135,00	1.957,08	1.779,17	1.601,25	1.423,33	1.245,42	1.067,50	889,58	711,67	533,75	355,83	177,92
Vertuo Pop with Aeroccino	1.029,00	943,25	857,50	771,75	686,00	600,25	514,50	428,75	343,00	257,25	171,50	85,75
Vertuo Lattissima	1.990,00	1.824,17	1.658,33	1.492,50	1.326,67	1.160,83	995,00	829,17	663,33	497,50	331,67	165,83
Creatista Plus Refurbished	2.312,00	2.119,33	1.926,67	1.734,00	1.541,33	1.348,67	1.156,00	963,33	770,67	578,00	385,33	192,67
Creatista PRO Refurbished	3.112,00	2.852,67	2.593,33	2.334,00	2.074,67	1.815,33	1.556,00	1.296,67	1.037,33	778,00	518,67	259,33
Vertuo Pop Refurbished	519,00	475,75	432,50	389,25	346,00	302,75	259,50	216,25	173,00	129,75	86,50	43,25
Vertuo Pop Plus Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Premium Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Vertuo Next Deluxe Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Plus Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Lattissima Refurbished	1.592,00	1.459,33	1.326,67	1.194,00	1.061,33	928,67	796,00	663,33	530,67	398,00	265,33	132,67
Vertuo Creatista Refurbished	2.792,00	2.559,33	2.326,67	2.094,00	1.861,33	1.628,67	1.396,00	1.163,33	930,67	698,00	465,33	232,67

By agreeing to the subscription, you declare that you agree to the imputation of this termination fee.

Next, if the Coffee and Nespresso Machine Subscription plan is contracted online, on the website www.nespresso.com/ro/en or by phone through the Customer Relations Centre, according to GEO no. 34/2014 on consumer rights for distance contracts you have the right to change your mind and cancel the chosen Coffee and Nespresso Machine subscription plan, without any explanation returning the ordered products – the machines and accessories - within 14 days of receiving them. (for more details, see art. 4.5. below).

CHAPTER IV: SPECIFIC TERMS AND CONDITIONS OF THE NESPRESSO COFFEE AND COFFEE MACHINE SUBSCRIPTION

4.1 Nespresso Machine Subscriptions:

(1) Nespresso Esenza Mini C30 Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(2) Nespresso Esenza Mini D30 Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(3) Nespresso Inissia Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(4) Nespresso Pixie Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 179,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months

- Nespresso *Credit* Validity: 2 years after the termination of the contract

(5) **Nespresso CitiZ** Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 199,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(6) **Nespresso CitiZ&Milk** Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 229,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(6) **Nespresso CitiZ Platinum** Machine Subscription:

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 229,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(8) **Nespresso Atelier** Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 319,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(9) Nespresso Lattissima One Evolution Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 279,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso Credit Validity: 2 years after the termination of the contract

(10) Nespresso Gran Lattissima Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 319,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(11) Nespresso Vertuo Next Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 169,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(12) Nespresso Vertuo Next Premium Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 179,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(13) Nespresso Vertuo Next Deluxe Machine Subscription

- Coffee Machine price with subscription: 1,00 RON

- Monthly payment amount: 199,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(14) Nespresso Vertuo Plus C Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 199,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(15) Nespresso Vertuo Plus D Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 199,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(16) Nespresso Vertuo Pop Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 149,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(17) Nespresso Bundle Inissia with Aeroccino Machine subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 179,00 RON
- Contract duration: minimum 12 months from the date of first payment

- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(18) Nespresso Bundle Vertuo Next with Aeroccino Machine subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 209,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(19) Nespresso Bundle Vertuo Pop with Aeroccino Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 189,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(20) Nespresso Bundle Vertuo Next with Accessories Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 249,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(21) Nespresso Bundle Vertuo Next with Aeroccino and Accessories Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 279,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1

- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(22) Nespresso Bundle Vertuo Plus D with Aeroccino and Accessories Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 299,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(23) Nespresso Vertuo Lattissima Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 299,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(24) Nespresso CitiZ&Milk Platinum Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 289,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(25) Nespresso Vertuo Pop Plus Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 169,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(26) Nespresso Essenza Mini C30 Pantone Limited Edition Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 149,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(27) Nespresso Vertuo Pop Pantone Limited Edition Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 159,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(28) Nespresso Essenza Mini C30 Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 79,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(29) Nespresso Essenza Mini D30 Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 79,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(30) Nespresso Inissia Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON

- Monthly payment amount: 79,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(31) Nespresso Pixie Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 89,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(32) Nespresso Citiz Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 99,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(33) Nespresso Citiz & Milk Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 119,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(34) Nespresso Lattissima One Evolution Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment

- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(35) Nespresso Lattissima Touch Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(36) Nespresso Atelier Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 159,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(37) Nespresso Gran Lattissima Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 189,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(38) Nespresso Creatista Plus Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 229,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1

- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(39) Nespresso Creatista PRO Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 299,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(40) Nespresso Vertuo POP Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 119,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(41) Nespresso Vertuo Next Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 129,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(42) Nespresso Vertuo Next Premium Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 139,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(43) Nespresso Vertuo Next Deluxe Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 149,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(44) Nespresso Vertuo Lattissima Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 249,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(45) Nespresso Vertuo Plus Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 149,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(46) Nespresso Vertuo Creatista Refurbished Machine Subscription

- Coffee Machine price with subscription: 1,00 RON
- Monthly payment amount: 389,00 RON
- Contract duration: minimum 12 months from the date of first payment
- Termination penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 contractual months
- Nespresso *Credit* Validity: 2 years after the termination of the contract

(48) Nespresso Creatista Plus Espresso Machine Subscription for Experts and Ambassadors

- Espresso machine price with subscription: 1.00 RON

- Monthly payment amount: 389,00 RON
- Duration of the contract: minimum 12 months from the date of the first payment
- Cancellation penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 months of the contract
- Nespresso Credit Validity: 2 years from the moment of termination of the contract

(49) Nespresso Creatista Pro Espresso Machine Subscription for Experts and Ambassadors

- Espresso machine price with subscription: 1.00 RON
- Monthly payment amount: 389,00 RON
- Duration of the contract: minimum 12 months from the date of the first payment
- Cancellation penalty: proportional to the remaining contractual period, according to the table on page 1
- Benefits included: free standard delivery and 10% Extra-Credit of the amount paid monthly (in bonus points) after the first 12 months of the contract
- Nespresso Credit Validity: 2 years from the moment of termination of the contract
-
- Nespresso Credit Validity: 2 years from the moment of termination of the contract

4.2 Nespresso Machine Subscription price and monthly payments

Choose a Nespresso Coffee and Coffee Machine Subscription to benefit from the subscription price of a coffee machine and the coffee capsules you want, depending on the monthly payment amount for the chosen subscription, converted into Nespresso credit. You will buy a Nespresso coffee machine at the subscription price of 1 (one) RON, an amount that you will pay only once, when choosing and contracting the subscription. The amount you pay per month will depend on the subscription plan you choose. You acquire ownership of the Nespresso espresso machine after paying the full subscription price of 1 (one) RON.

Nespresso offers a warranty of 24 months for espresso machines sold from the date of sale. In order to fulfill the warranty conditions, the espresso machine must be operated and maintained in accordance with the instructions in the user manual. Flaws in the manufacture or components of the Nespresso espresso machine discovered during this period will be repaired free of charge by the authorized Nespresso service, in accordance with the rules mentioned in the warranty certificate, which you will receive with the espresso machine.

For the avoidance of doubt, the warranty will not be due if the defects/defects occurred due to the improper way in which the espresso machine was used by the customer, as follows:

- a) Mechanical damage to the espresso machine and related defects;
- b) Damage caused by exposure to excessive heat or fire;

- c) Damage to the espresso machine and related defects caused by inappropriate or non-compliant use, maintenance and storage of the espresso machine, caused in particular by the limestone stored in water;
- d) Damage caused by the penetration of insects inside the espresso machine*;
- e) Damage caused by electrical discharges or electrical surges;
- f) Damage caused by the penetration of the espresso machine inside, on electrical contacts, on the surface of electrically operated components, on the surface of electronic plates, water, milk or other liquids;
- g) Unauthorized interventions on the espresso machine by the user or in other service centers not previously approved by Nespresso;
- h) Damage caused by the use of products whose characteristics do not correspond to the descriptions in the user manual;

*If the degree of infestation of the espresso machine is high (presence of live and/or large number of pests and/or traces of reproduction), the intervention on it cannot be carried out.

A subscription involves and obliges you to make recurring payments for a period of minimum 12 months (and further, if the automatic extension of the subscription operates, for its entire duration) specific to each type of subscription, exclusively by bank card, credit or debit card; if termination is desired prior to the expiration of the minimum 12 months period, the termination fee is applicable, according to the "Termination Fee" section. Only VISA and Mastercard credit cards are accepted. Your card will be debited by Nespresso automatically, each month, according to the chosen subscription. To do this, you need to register a valid card in your Nespresso membership account. We do not take any responsibility for any limitations imposed by your bank.

The first payment for the first month plus the amount of 1 (one) RON related to the chosen coffee machine is due when you sign / accept this Contract (depending on the purchasing channel – online, by phone or in Nespresso stores) and you subscribe to the desired Nespresso Machine Subscription plan. The monthly amount will be paid exclusively by card (debit or credit card), by Direct Debit. The following payments will be made each month, on the same day as the month in which your subscription was activated, by recurring debiting of your bank card by Nespresso.

4.3 What is included in the Nespresso Machine Subscription?

To purchase a Nespresso Coffee and Coffee Machine Subscription you need to register as a Nespresso Member. Registration as a Nespresso Member can be done in advance, in any of the sales channels below:

- Online, on the www.nespresso.com website
- On the spot, in Nespresso Boutique
- By means of the Client Service Centre, available at 0 800 008 300 (free-call from any network, from Monday to Friday between 08:00 - 20:00).

When you conclude a Nespresso Machine Subscription, you agree to pay the corresponding monthly payment for the duration of the minimum 12 months Contract. In exchange for the monthly payment and the one-time payment of 1 (one) RON for the Nespresso coffee machine included in the Nespresso Machine Coffee and Coffee Subscription plan, you will be able to choose monthly coffee capsules, accessories and/ or Nespresso coffee machines, using the Nespresso Credit as described below.

You will receive the coffee machine corresponding to the chosen Nespresso Machine Subscription plan chosen after you make the first monthly payment according to the subscription plan and the single payment of 1 (one) RON for the chosen machine, in the term and under the conditions indicated in art. 3.4 of this Contract. You cannot change the selected coffee machine for the duration of this subscription.

4.4 Nespresso Credit and Extra Credit

By paying your monthly subscription, each month you will receive a fixed amount representing the paid amount of the monthly subscription rate - the Nespresso Credit - which you can use to purchase Nespresso coffee, accessories and/ or Nespresso coffee machines, both online at www.nespresso.com, as well as by phone or in Nespresso stores. The Nespresso credit will be transferred to your Nespresso Member account each month, within a maximum of 4 business days of receiving your payment.

The Nespresso credit allows you to make your own selection of coffee assortments, to choose your favorite accessories and/ or another espresso machine you want, in addition to the one purchased with the amount of 1 RON when activating the subscription, online, by phone or in Nespresso stores. Nespresso Credit and Nespresso Extra Credit may be used only for the purchase of Nespresso products, namely Nespresso coffee, accessories and/ or coffee machines, during the validity of the subscription or for a maximum period of 2 (two) years after the termination date, otherwise the amounts remain available to Nespresso. You can check your Nespresso Credit balance in your online account at www.nespresso.com. The Nespresso Credit is non-refundable or transferable and cannot be converted into its cash/ cash equivalent.

After the expiry of the minimum 12 months contractual period, with the automatic extension of the subscription, as a benefit, you will be allocated monthly to your membership account, a Nespresso Extra Credit representing 10% of the amount paid monthly, in the form of bonus points. Each bonus point is equivalent to 1.00 RON and is automatically credited to your online account as follows: for every 10.00 RON paid as part of the fixed amount paid for the subscription, your membership account will be automatically credited with 1 bonus point. The bonus points can be used by you at the time of a subsequent purchase, it is not possible to convert them into money.

4.5 The right to withdraw from the Nespresso Machine Subscription contracts and the return conditions of the purchased products

If the Nespresso Coffee and Coffee Machine Subscription is **concluded online**, on the website www.nespresso.com/ro/en **or by phone through the Customer Relations Centre**, according to GEO no. 34/2014 on consumer rights in distance contracts you have the right to change your mind and cancel your chosen Nespresso Machine Coffee and Coffee Subscription, without any explanation by returning the ordered products - the coffee machine and accessories - within 14 days of receiving them.

The return will be made at your expense, by courier, using the link <https://retur.nespresso.ro/initiate-return> and completing all the steps until the Air Way Bill is generated. The cost of shipping for the return will be deducted from the value of the returned products, that is, from the amount to be refunded, regardless of the payment method used for the initial purchase. The products must meet all the conditions set forth in the General Terms and Conditions of Sale.

Because Nespresso wants to meet the needs of consumers, and if the Nespresso Machine Subscription is **concluded in Nespresso stores**, we offer you the opportunity to cancel the chosen subscription, without any explanation by returning the ordered products - coffee machine and accessories - within 14 days of their receipt, provided that they have not been used during this period.

The product must be returned to the store from which it was purchased and meet all the conditions mentioned in the Return Policy.

With the withdrawal and return of the coffee machine, the subscription is considered terminated, and no further Nespresso Credit or Extra Credit can be accumulated.

The returned product must be in the same condition in which it was delivered and accompanied by the corresponding invoice. In the case of the Nespresso Machine Coffee and Coffee Subscription concluded online, products that show physical changes, traces of excessive use and/ or unauthorized interventions, etc. are not accepted for return. In the case of the Nespresso Machine Subscription concluded in Nespresso stores, products with physical modifications, traces of use and/ or unauthorized interventions, etc. are not accepted for return.

Coffee and other food products purchased remotely shall not be accepted for return if the products are de-sealed, due to health protection or sanitation reasons. The customer is responsible for reducing the value of the products resulting from handling, other than those necessary to determine the nature, qualities and functioning of the products. The lack of the original packaging can damage the products on return.

If these conditions are met, Nespresso will refund the value of the products delivered strictly on the basis of the conditions mentioned above, within a maximum of 14 days from the date on which we are informed of your decision to withdraw from this contract. We shall proceed to refund the amount using the same payment method as the one used for the initial transaction, unless you made the payment at the courier (in which case you will be contacted in view of communicating your bank details, so that we may refund the amount into your bank account); in any case, you shall not be charged any fees as a result of such refund except for the fee for paying for the products in cash or by card upon delivery, in amount of 4,00 RON, which will not be refunded in the event of a return.

. In case of orders paid by card, the return shall be made exclusively to in the account of the card from which the payment was made. The shipping expenses for the returned products shall be covered by you, the cost of shipping for the return will be deducted from the value of the returned products, that is, from the amount to be refunded, regardless of the payment method used for the initial purchase.

The fee for paying for the products in cash or by card upon delivery, in amount of 4,00 RON, will not be refunded in the event of a return.

If you decide to return the products purchased through the chosen subscription, please go through the stages of the return process within a maximum of 14 days, calculated from the date on which you took physical possession of the products.

Stages of the withdrawal and return process

- Access the link <https://retur.nespresso.ro/initiate-return>;
- Complete all the necessary steps to generate the Air Way Bill;

- The carrier will be allocated automatically;
- Ship the products without undue delay and, in any case, within a maximum of 14 days from the date on which you notified us of the withdrawal, accessing and finalizing the steps from the above link. The deadline is met if the products are returned before the expiration of the 14 days period. You will have to bear the direct cost of returning the products, the cost of shipping for the return will be deducted from the value of the returned products, that is, from the amount to be refunded, regardless of the payment method used for the initial purchase. You are responsible for reducing the value of the products resulting from handling, other than those necessary to determine the nature, qualities and functioning of the products. You are responsible for the integrity of the returned products during transport. We will refuse to receive the package if we find that the returned product has changes compared to the status communicated in the return form.
- If you return the products, we will refund any amount we have received from you, including delivery costs, except for additional costs due to the fact that you have chosen a different delivery method than the cheapest standard delivery type we offer, without undue delay and in any case not later than 14 days from the date on which we are informed of your decision to withdraw from this contract. You will not be charged any fees as a result of such a refund, except for the fee for paying for the products in cash or by card upon delivery, in amount of 4,00 RON, which will not be refunded in the event of a return. We shall proceed to refund the amount using the same payment method as the one used for the initial transaction, unless you made the payment at the courier (in which case you will be contacted in view of communicating your bank details, so that we may refund the amount into your bank account); in any case, you shall not be charged any fees as a result of such refund, except for the fee for paying for the products in cash or by card upon delivery, in amount of **4,00 RON**, which will not be refunded in the event of a return. In case of orders paid by card, the amounts shall be refunded exclusively into the account of the card from which the payment was made.
- If the returned order was paid from the available credit in the Nespresso account, the refund for the returned order will be made exclusively in the form of credit in the Nespresso account. This amount cannot be refunded by bank transfer or in cash.
- In case that espresso machines purchased under a subscription contract between Nespresso and you are returned, the cancellation of the subscription plan can only be completed if you pay, in advance, the transportation cost for the returned product. The amount will be paid through a payment link that will be provided to you at the time the invoice for the transportation fee is issued.
- If the amount to be refunded to your bank account exceeds 800 lei, you must provide us with a document issued by your bank (for example, a bank statement) containing information regarding the bank account number and the account holder. The refund will be made exclusively to the Nespresso account holder, without the possibility of redirecting it to third parties.
- If you wish to receive products other than the ones you ordered initially, you shall need to place a new order.
- If the return of the products is initiated or made by a method other than that indicated above, Nespresso does not assume responsibility for any losses and/or damages to the products or delays in processing the return and refunding the value of the products.

4.6 Duration of Nespresso Machine Subscription

The duration of a Nespresso Machine Coffee and Coffee Subscription is 12 months from the date you make the first payment according to the subscription, and the monthly payment amount is due monthly for 12 months.

4.7 Termination of Nespresso Machine Subscription

4.7.1. Termination during the 12 months of subscription

The Nespresso Coffee and Machine subscription involves and obliges you to make recurring payments for a period of 12 months. If you want to terminate the subscription before the 12 months have passed, you will pay a termination fee proportional to the remaining contractual period, depending on the purchased coffee machine, according to the table below, this clause representing a criminal clause based on the will of the parties:

Machine	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Inissia	490,00	449,17	408,33	367,50	326,67	285,83	245,00	204,17	163,33	122,50	81,67	40,83
Inissia Refurbished	392,00	359,33	326,67	294,00	261,33	228,67	196,00	163,33	130,67	98,00	65,34	32,67
Inissia with Aeroccino	890,00	815,83	741,67	667,50	593,33	519,17	445,00	370,83	296,67	222,50	148,33	74,17
Essenza Mini	590,00	540,83	491,67	442,50	393,33	344,17	295,00	245,83	196,67	147,50	98,33	49,17
Essenza Mini Pantone	640,00	586,67	533,33	480,00	426,67	373,33	320,00	266,67	213,33	160,00	106,67	53,33
Essenza Mini Refurbished	472,00	432,67	393,33	354,00	314,67	275,33	236,00	196,67	157,33	118,00	78,67	39,33
Pixie	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Pixie Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Citiz	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Citiz Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Citiz Platinum	1.099,00	1.007,42	915,83	824,25	732,67	641,08	549,50	457,92	366,33	274,75	183,17	91,58
Citiz & Milk Platinum	1.490,00	1.365,83	1.241,67	1.117,50	993,33	869,17	745,00	620,83	496,67	372,50	248,33	124,17
Citiz & Milk	1.290,00	1.182,50	1.075,00	967,50	860,00	752,50	645,00	537,50	430,00	322,50	215,00	107,50
Citiz & Milk Refurbished	1.032,00	946,00	860,00	774,00	688,00	602,00	516,00	430,00	344,00	258,00	172,00	86,00
Lattissima One Evolution	1.390,00	1.274,17	1.158,33	1.042,50	926,67	810,83	695,00	579,17	463,33	347,50	231,67	115,83
Lattissima One Evolution Refurbished	1.112,00	1.019,33	926,67	834,00	741,33	648,67	556,00	463,33	370,67	278,00	185,33	92,67
Lattissima Touch Refurbished	1.023,00	937,75	852,5	767,25	682,00	596,75	511,50	426,25	341,00	255,75	170,50	85,25
Atelier	1.790,00	1.640,83	1.491,67	1.342,50	1.193,33	1.044,17	895,00	745,83	596,67	447,50	298,33	149,17
Atelier Refurbished	1.432,00	1.312,67	1.193,33	1.074,00	954,67	835,33	716,00	596,67	477,33	358,00	238,67	119,33
Gran Lattissima	1.890,00	1.732,50	1.575,00	1.417,50	1.260,00	1.102,50	945,00	787,50	630,00	472,50	315,00	157,50
Gran Lattissima Refurbished	1.512,00	1.386,00	1.260,00	1.134,00	1.008,00	882,00	756,00	630,00	504,00	378,00	252,00	126,00
Vertuo Next	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next Premium	990,00	907,50	825,00	742,50	660,00	577,50	495,00	412,50	330,00	247,50	165,00	82,50
Vertuo Next Deluxe	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Plus	1.090,00	999,17	908,33	817,50	726,67	635,83	545,00	454,17	363,33	272,50	181,67	90,83
Vertuo Pop	649,00	594,92	540,83	486,75	432,67	378,58	324,50	270,42	216,33	162,25	108,17	54,08
Vertuo Pop Pantone	699,00	640,75	582,50	524,25	466,00	407,75	349,50	291,25	233,00	174,75	116,50	58,25
Vertuo Pop Plus	790,00	724,17	658,33	592,50	526,67	460,83	395,00	329,17	263,33	197,50	131,67	65,83
Vertuo Next with Aeroccino	1.190,00	1.090,83	991,67	892,50	793,33	694,17	595,00	495,83	396,67	297,50	198,33	99,17
Vertuo Next with Accessories	1.658,00	1.519,83	1.381,67	1.243,50	1.105,33	967,17	829,00	690,83	552,67	414,50	276,33	138,17
Vertuo Next with Aeroccino and Accessories	1.835,00	1.682,08	1.529,17	1.376,25	1.223,33	1.070,42	917,50	764,58	611,67	458,75	305,83	152,92
Vertuo Plus with Aeroccino and Accessories	2.135,00	1.957,08	1.779,17	1.601,25	1.423,33	1.245,42	1.067,50	889,58	711,67	533,75	355,83	177,92
Vertuo Pop with Aeroccino	1.029,00	943,25	857,50	771,75	686,00	600,25	514,50	428,75	343,00	257,25	171,50	85,75
Vertuo Lattissima	1.990,00	1.824,17	1.658,33	1.492,50	1.326,67	1.160,83	995,00	829,17	663,33	497,50	331,67	165,83
Creatista Plus Refurbished	2.312,00	2.119,33	1.926,67	1.734,00	1.541,33	1.348,67	1.156,00	963,33	770,67	578,00	385,33	192,67
Creatista PRO Refurbished	3.112,00	2.852,67	2.593,33	2.334,00	2.074,67	1.815,33	1.556,00	1.296,67	1.037,33	778,00	518,67	259,33
Vertuo Pop Refurbished	519,00	475,75	432,50	389,25	346,00	302,75	259,50	216,25	173,00	129,75	86,50	43,25
Vertuo Pop Plus Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Refurbished	632,00	579,33	526,67	474,00	421,33	368,67	316,00	263,33	210,67	158,00	105,33	52,67
Vertuo Next Premium Refurbished	792,00	726,00	660,00	594,00	528,00	462,00	396,00	330,00	264,00	198,00	132,00	66,00
Vertuo Next Deluxe Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Plus Refurbished	872,00	799,33	726,67	654,00	581,33	508,67	436,00	363,33	290,67	218,00	145,33	72,67
Vertuo Lattissima Refurbished	1.592,00	1.459,33	1.326,67	1.194,00	1.061,33	928,67	796,00	663,33	530,67	398,00	265,33	132,67
Vertuo Creatista Refurbished	2.792,00	2.559,33	2.326,67	2.094,00	1.861,33	1.628,67	1.396,00	1.163,33	930,67	698,00	465,33	232,67

You will not receive a refund of any monthly installments paid until the date of termination of the contract.

The above does not affect the fact that you can exercise your right to withdraw from the contract in the first 14 days from the time of subscription, as stated in point 4.5 above.

4.7.2. Termination or extension after the expiry of the minimum 12 months contractual period

After the expiration of the minimum 12 months contractual period, the subscription will be automatically extended, subject to the application of art. 1.7, with the possibility to terminate after the minimum period, at any time without justification and without any additional cost to you.

4.7.3. Payments failed

If the monthly automated debit from the saved card to the subscription customer account fails for amounts due at the due date. Nespresso reserves the right to recover those amounts by any legal means, including but not limited to our automated system that will attempt to process the payment on a recurring basis. Any amount/ balance due will be taken over so that one payment will cover both the previous month and the current month. We will suspend access to the Nespresso Credit accumulated after two unpaid monthly payments, until they are executed, collecting the related amounts. If after 30 days the payments have not been made, we will consider the contract terminated; additionally, the invoice will be issued which will represent the termination fee in the amount indicated in point 4.9.1 above. If, after the first 7 calendar days from the issuance of the termination fee invoice, payment is not made, the debt will be transferred to a debt recovery entity.

4.8. Contract expiry

After the expiration of the minimum period of 12 months, your Nespresso Coffee Subscription and Coffee Machine Subscription plan will be automatically extended, subject to the application of art. 1.7, with the option to terminate after the minimum period at any time without further obligation. If you choose to terminate your subscription, you will still be able to use any Nespresso Credit you still have in your account. The credit expires 2 years after the termination of the contract, otherwise the amounts remain available to Nespresso.

CHAPTER V: OTHER PROVISIONS APPLICABLE TO THE PARTIES

- (i)** Provisions applicable in the event that the Nespresso subscription is **concluded through Nespresso stores:**

By signing this Contract, the Customer declares that he understands and unreservedly accepts that the contractual relationship with Nespresso is carried out based on the provisions of the Contract, which are binding on the parties. When performing any act/ fact resulting/ in connection with the subscription that is the object of this Contract, the Customer undertakes to comply exactly with the contractual provisions, which he understood and knew before signing the contract.

This contract was signed in electronic form, in the presence of Nespresso representatives, a copy being kept by Nespresso, and a copy will be sent to the customer at his e-mail address. The contract signed by the Customer in electronic form, by applying the handwritten signature on the tablet/ by means of a device that allows taking/ making its image on the contractual document in electronic form, is the basis

for the settlement of the relationship between Nespresso and Customer and can be used as evidence before any authorities, also in courts/ arbitral courts.

(ii) Provisions applicable in the event that the Nespresso subscription is **concluded online, through www.nespresso.com/ro/en website or by phone through the Customer Relations Centre:**

By accepting this Contract, the Customer declares that he understands and unreservedly accepts that the contractual relationship with Nespresso is carried out based on the provisions of the Contract and the General Terms and Conditions of Sale consulted on www.nespresso.com/ro/en, which are binding on the parties. When performing any act/ fact resulting/ in connection with the subscription that is the object of this Contract, the Customer undertakes to comply exactly with the contractual provisions, which he understood and knew before signing the contract.

This contract has been accepted by the Customer on the Nespresso website, a copy being kept by Nespresso, and a copy will be sent to the Customer at his e-mail address. The Contract and the General Terms and Conditions of Sale on the Nespresso website form the basis for resolving the relationship between Nespresso and the Customer and may be used as evidence before any authorities, including before the courts/ arbitral courts.

DETAILS OF YOUR SUBSCRIPTION

SELECTED SUBSCRIPTION:	#subscription_plan_name#
LAST NAME:	#customer_name#
ADDRESS:	#address_ln_1# #postal_code#
NESPRESSO MEMBER CODE:	#customer_number#

