

REKLAIM Limited Authenticity Guarantee

We understand having a guarantee of authenticity is a major concern when purchasing a pre-owned luxury good. Indeed, the most critical factor in a customer purchase of a pre-owned luxury good is TRUST in the retailer, that is trust in the reputability of the retailer and their ability to **guarantee authenticity** and the sale of a non-counterfeit item.

REKLAIM is committed to selling only authentic items and stands behind the items by providing its REKLAIM Certificate of Authentication. Authenticity of any item certified by REKLAIM is backed by its Financial Guarantee for one-year from the initial date of purchase.

REKLAIM Certificate of Authentication services for purchased items (Items) are undertaken by third party authenticators and REKLAIM. The authenticators are highly qualified independent experts who conduct a strict multi-point inspection and thoroughly assess the Item's authenticity and conformity to the Item's listing details. More particularly, the authenticator performs a rigorous multi-point physical authentication inspection which is undertaken focusing on assessment of all elements and components of each luxury good. Notwithstanding, the Item is covered by this Limited Authenticity Guarantee against defects in authenticity.

Original brand manufacturers do not endorse, sponsor or have any connection to REKLAIM or the REKLAIM authentication process. The authenticators do not have

any connection with and are not sponsored or endorsed by the original brand manufacturer.

If a written determination has been made that a REKLAIM Item protected by a REKLAIM Certificate of Authentication may not be authentic, please open a request per our dispute process detailed below.

Once your dispute request is approved, we will complete the dispute process as promptly as possible, typically within ten (10) business days after the disputed Item is received by REKLAIM.

REKLAIM Item Eligibility Requirements:

In order for any item to be eligible for a financial refund through the REKLAIM Certificate of Authentication program, you will be required to present the following: the REKLAIM Certificate of Authentication reflecting that the original purchaser registered the Item within 30 days after purchase from a REKLAIM corporate retail partner or REKLAIM direct;

a copy of the receipt provided to the original purchaser by the REKLAIM corporate retail partner or by REKLAIM, which receipt identifies: the Item being disputed, the date of purchase, purchase location, retail store name, and price paid for the Item;

a copy of the original purchaser's current driver's license or valid passport;

a copy of an authentication report finding that the Item is not-authentic; and

all requested high-definition photographs of the Item.

REKLAIM Dispute Process:

Contact REKLAIM via email at *info@reklaim.net* to initiate the REKLAIM dispute process.

Submit all of the above requested information to REKLAIM.

Once submitted, REKLAIM will reach out to you informing you if the claim has been provisionally accepted, or if further information is required.

Once the dispute is accepted, REKLAIM will supply you with a shipping label for you to return the Item to us.

During the dispute process, REKLAIM will re-authenticate the Item and will also have the Item authenticated by one, or multiple (depending on the claim value of the Item being disputed), independent authenticators.

If the Item is deemed authentic as a result of the dispute process, you will be charged the cost of shipping both to REKLAIM and from REKLAIM back to you.

If the Item is deemed non-authentic as a result of the dispute process, REKLAIM will issue a Financial Guarantee Payment to you in the full amount paid for the Item in the original purchase receipt. REKLAIM will then retain possession of the Item if payment on the claim is made.

Limited Guarantee

Except to the extent prohibited by applicable law, this Limited Authenticity Guarantee shall be the exclusive warranty with regard to authenticity of the Item. Neither this

Limited Authenticity Guarantee with respect to the labor costs, nor any other warranties, express or implied, including any implied warranty of merchantability or of fitness for a particular purpose, shall extend beyond the period of one-year from the date of purchase. The liability of REKLAIM is limited solely and exclusively to the Financial Guarantee Payment as stated herein. REKLAIM shall not be liable, by virtue of this Limited Guarantee or otherwise, for any loss of damage arising out of the use of or inability to use the Item or for any incidental or consequential damages relating in any way to this Item.

Some States, Provinces or Territories do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State, Province, or territory to another.

Additional information:

Who can open a dispute and claim the Financial Guarantee?

The original purchaser of the Item, the Certificate of Authenticity holder, is the sole party able to file a claim.

The Certificate of Authenticity holder must be the owner of the Item at the time of the dispute.

Can I transfer the Financial Guarantee to another party?

Currently REKLAIM Certificates of Authenticity and the Financial Guarantee are personal to the initial purchaser of the Item and may not be transferred to a third party.

How long is the Financial Guarantee valid for?

The Financial Guarantee is valid for REKLAIM Certificate of Authenticity holders for a period of one-year from the original authentication result and is not extendable.

What counts as Proof of Purchase?

A Proof of purchase must demonstrate clearly: the date of purchase, purchase location, retail store name, and price paid for the Item the amount claimed, identify the Item being disputed as being the Item related to said payment, and show that the party making the payment is the Certificate Holder.

How is the Financial Guarantee paid?

Financial Guarantee Payments are made via wire transfer.

Can I challenge the findings of the dispute process?

The findings of the REKLAIM dispute process are not subject to further dispute and are final.