



## **CAMPER UAE – ONLINE SALES TERMS & CONDITIONS**

These Camper UAE-Online Sales Terms & Conditions govern the sale of Products through Camper UAE's official online store operating in the United Arab Emirates.

### **1. DEFINITIONS & INTERPRETATION**

#### **1.1 Definition**

**"AED"** mean Emirati Dirhams, an official currency of the UAE.

**"Applicable Law"** means all mandatory laws, regulations, decrees, and government orders of the UAE and, where relevant, any other jurisdiction that may govern the sale, purchase, export, import, possession, or use of the Products, including but not limited to UAE consumer protection, e-commerce, electronic-transactions, data protection, sanctions, anti-money-laundering, and export-control laws.

**"Business Day"** means a day other than Sunday or an official public holiday in the UAE.

**"Buyer"** means any individual or legal entity placing an order for Products via the Website or other official digital channels operated by the Seller.

**"Carrier"** means any third party logistics provider engaged by the Seller to deliver the Products to the Buyer.

**"Contract"** means the contract of sale concluded between the Seller and the Buyer upon the Seller's acceptance of an Order, as described in Section 4 herein and subject to these Terms.

**"Cookie Notice"** means the notice or policy published on the Website that explains how and why cookies and similar technologies are used, the types of cookies employed (for example, essential, performance, or marketing cookies), and how users can manage or disable them through their browser settings or consent preferences.

**"Intellectual Property Rights"** means all rights in and to trademarks, trade names, logos, domain names, designs, copyrights, photographs, product images, text, graphics, software, and other materials or content displayed on the Website or related to the Products, whether registered or unregistered, and including any applications or renewals of such rights.

**"Order"** means request the Buyer submit to purchase one or more Products on the Website including the quantity, price and delivery details, together with any payment information of the Seller.



**“Party”/“Parties”** means the Buyer and the Seller, individually or collectively, as the context requires.

**“Privacy Policy”** means the policy published on the Website that explains in detail how the Seller collects, uses, stores, shares, and protects personal data of Buyers and visitors, and sets out their rights under the PDPL and other Applicable Laws.

**“Product”** means any Camper branded footwear, accessories, or other goods offered for sale or sold by the Seller through the Website.

**“PDPL”** means Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data and its executive regulations.

**“Purchase Confirmation”** means the Seller’s confirmation and acknowledgement of the Order.

**“Terms”** means these Camper UAE – Online Sales Terms & Conditions.

**“Seller”** means Fusion Feet Shoe Trading L.L.C, a limited liability company incorporated under the laws of the United Arab Emirates, with its registered office at Office A508, Building 01, Zabeel Second, Dubai Design District Dubai, UAE, and with Commercial License No: 1369604.

**“UAE”** means United Arab Emirates.

**“VAT”** means value added tax, as applicable in the UAE.

**“Website”** means the Seller’s UAE e-commerce site currently accessible at [http://www.camper.com/en\\_ae](http://www.camper.com/en_ae) , including any successor URLs, mobile applications, and related digital interfaces.

## **1.2. Interpretation**

- 1.2.1 Words importing the singular include the plural and vice versa, where the context so requires.
- 1.2.2 Headings, titles and any words in bold or italics are for convenience only and shall not affect the interpretation of these Terms or any Contract formed under them.
- 1.2.3 References to any gender include all genders.
- 1.2.4 References to the words “include” or “including” shall be construed without limitation.

## **2. PURPOSE & SCOPE**

2.1 These Terms set out the rights and obligations of the Parties with respect to the offer, order, purchase, delivery and return of Products within the territory of the UAE.



2.2 These Terms apply exclusively to online sales made by the Seller to Buyers located in the UAE, for offline purchases in physical stores, separate in-store policies may apply.

### **3. ELIGIBILITY & CUSTOMER ACCOUNT**

3.1 To place an Order, the Buyer must be legally capable of entering into binding contracts and must provide accurate, current and complete information.

3.2 The Buyer is responsible for safeguarding account credentials and any transactions conducted through such account.

3.3 The Seller may suspend or close accounts in cases of suspected abuse, fraud, repeated chargebacks or breaches of these Terms.

### **4. OFFER, ORDER & CONTRACT FORMATION**

4.1 The display of Products and prices on the Website is an invitation to treat only and does not constitute a binding offer.

4.2 By submitting an Order via the Website's checkout process, the Buyer makes an offer to purchase the Products identified in the shopping cart on the stated Terms.

4.3 The Seller accepts the Buyer's offer vide a Purchase Confirmation. The Contract is formed upon the Buyer's receipt of such confirmation.

4.4 The Seller may decline or cancel an Order, in whole or in part, for legitimate reasons including, without limitation, stock unavailability, system or pricing errors, payment authorization failure, or suspected fraudulent activity. Any amounts paid will be refunded promptly using the original payment method.

4.5 If an Order is not accepted within ten (10) Business Days from submission, it shall be deemed declined and any related pre-authorised amounts will be released.

### **5. PRODUCT INFORMATION, AVAILABILITY & SUBSTITUTIONS**

5.1 The Seller endeavors to describe Products accurately, however, minor variations in colour, materials, or finish may occur due to display settings or manufacturing tolerances.

5.2 All Orders are subject to availability. The Seller may limit quantities per Order, per customer, or per address in line with Clause 21(*Compliance, Sanctions & Anti-Fraud*) below.

5.3 In cases of unavailability of Product after the Purchase Confirmation, the Seller may cancel the affected line Product and issue a full refund for that Product.



## **6. PRICES, TAXES & INVOICING**

6.1 Prices shown on the Website are in AED and, unless otherwise stated, include VAT where applicable.

6.2 Delivery charges for the Product, if any, will be displayed at checkout and form part of the total price payable.

6.3 The Seller may change prices or promotions of the Product at any time before a Purchase Confirmation is issued. Changes do not affect confirmed Orders.

6.4 Tax invoices may be provided electronically. The Buyer consents to the issuance of electronic invoices in accordance with VAT regulations.

## **7. PAYMENT METHODS & AUTHORIZATION**

7.1 The Seller accepts payment by major credit/debit cards.

7.2 By submitting an Order, the Buyer authorises the Seller and its payment processors to verify payment details and to charge the total price.

7.3 The Seller may refuse or cancel Orders if payment authorisation is declined or reversed.

7.4 In the event of a chargeback, the Buyer agrees to cooperate with the Seller in good faith to resolve the dispute.

## **8. PROMOTIONS, VOUCHERS & GIFT CARDS**

8.1 Promotional offers are subject to terms stated on the Website and may be withdrawn or modified at any time before Purchase Confirmation.

8.2 Vouchers and gift cards, where available, are non-transferable, may not be redeemed for cash, and may be subject to expiration and usage restrictions.

8.3 In case of return, the portion of the purchase paid with a voucher/gift card will be refunded as store credit or voucher, subject to Applicable Law.

## **9. DELIVERY, SHIPPING & CLICK-AND-COLLECT**

9.1 Delivery is made within the UAE to the address specified by the Buyer during checkout. Estimated delivery times are indicated on the Website and may vary depending on location and availability.

9.2 Title to the Products transfers to the Buyer only upon full payment of the total price. Risk of loss or damage to the Products passes to the Buyer upon delivery of the Products to the Buyer or to a person designated by the Buyer.



9.3 The Carrier may attempt delivery multiple times. If delivery cannot be completed after reasonable attempts, the Order may be cancelled and the Buyer refunded excluding original delivery charges.

9.4 Upon delivery, the Buyer shall inspect the package. Visible transport damage must be noted with the Carrier and reported to the Seller without undue delay.

9.6 Shipping costs. While the quoted Product prices incorporate statutory VAT and other inherent price components, the final cost to the Buyer shall also include a distinct shipping charge applied by the Seller via its authorized carriers are shown at checkout.

## **10. EXPORT CONTROLS & RESTRICTED DESTINATIONS**

10.1 Products are intended for sale and use in the UAE. The Buyer is responsible for compliance with all export control laws if the Buyer subsequently exports the Products.

10.2 The Seller may refuse to fulfill Orders that would breach sanctions or trade restrictions applicable in the UAE.

## **11. RETURNS & EXCHANGES**

11.1 Return Window. The Buyer may request to return Products within fourteen (14) calendar days from delivery, provided the Products are unused, in resalable condition and returned in original packaging with all tags and accessories.

11.2 Exclusions. Returns are not accepted for Product that are used, damaged by the Buyer, customised, or otherwise fall under statutory exceptions (e.g., hygiene-sensitive goods once unsealed, where applicable).

11.3 Process. To initiate a return, the Buyer shall submit a request via the Website's Returns page, following the instructions provided. The Seller may provide a prepaid return label or arrange a carrier pick up where available.

11.4 Refunds. Refunds will be processed to the original payment method within fourteen (14) days from the Seller's receipt and inspection of the returned Products. Delivery charges are non-refundable unless the return results from the Seller's error or a defective Product.

11.5 Exchanges. Exchanges may be offered subject to stock availability. Where an exchange is not possible, a refund will be issued in accordance with sub-clause 11.4.

## **12. DEFECTIVE PRODUCTS & LEGAL GUARANTEE**

12.1 Statutory Guarantee. Products are covered by a legal guarantee against manufacturing defects for 2 years from the date of purchase, consistent with Applicable Laws.



12.2 Remedies. Subject to inspection, the Seller may repair or replace the defective Product, or refund the purchase price if repair or replacement is not available or disproportionate.

12.3 Exclusions. The guarantee does not cover normal wear and tear, accidental damage, misuse, negligence, or alterations. The products have a lifespan depending on the model, the materials used and the individual use of the product.

### **13. INSPECTION, CLAIMS & CUSTOMER CARE**

13.1 Any defects discovered upon delivery of the Product should be notified to the Seller promptly, including photos and a description of the issue.

13.2 Customer care can be reached at [camperae@camper.ae](mailto:camperae@camper.ae). The Seller aims to acknowledge complaints within five (5) Business Days and provide a substantive response thereafter.

13.3 The Seller may request the Buyer to return the Product for assessment. If a defect is confirmed, shipping costs for the return will be borne by the Seller.

### **14. INTELLECTUAL PROPERTY**

14.1 All Intellectual Property Rights in the Website and the Products are owned by the Seller, its affiliates or licensors. No rights are granted to the Buyer except as necessary to use the Website and purchase Products.

14.2 Any reproduction, distribution, modification, or commercial use of the Website content and/or the Intellectual Property Rights without the prior written consent of the Seller is prohibited.

### **15. DATA PROTECTION & PRIVACY**

15.1 Legal Basis. The Seller collects and processes personal data necessary to fulfill Orders, provide customer support and comply with legal obligations under the PDPL.

15.2 Categories. Data may include identity data, contact details, order information, payment and delivery data, and correspondence related to the Order.

15.3 Processors. The Seller may engage trusted service providers for payment processing, fraud prevention, logistics and IT support. Such processors will act under written agreements ensuring confidentiality and security.

15.4 Cross-Border Transfers. If data is transferred outside the UAE, appropriate PDPL transfer mechanisms will be applied, such as adequacy decisions or contractual safeguards.



15.5 Data Subject Rights. Buyers may exercise their rights of access, rectification, erasure, restriction, portability and objection by contacting [camperae@camper.ae](mailto:camperae@camper.ae). The Seller will respond within statutory timelines.

15.6 Retention. Personal data will be retained only as long as necessary for the purposes stated and legal requirements (e.g., tax and accounting).

15.7 Security. The Seller implements reasonable technical and organizational measures to protect personal data against unauthorized access, loss or disclosure.

## **16. COOKIES & MARKETING COMMUNICATIONS**

16.1 The Website uses cookies and similar technologies. Details are provided in the Cookie Notice available on the Website.

16.2 With the Buyer's consent, the Seller may send marketing emails or SMS, the Buyer may opt out at any time via the unsubscribe link or by contacting customer care.

## **17. LIMITATION OF LIABILITY**

17.1 To the maximum extent permitted by Applicable Law, the Seller shall be liable only for direct damages actually incurred by the Buyer towards the sale transaction, and in no event for any indirect, incidental or consequential loss (including loss of profit, revenue, data, or goodwill).

17.2 The Seller's aggregate liability under any Contract shall not exceed the price paid for the Product giving rise to the claim.

17.3 Nothing in these Terms limits liability for fraud or willful misconduct.

17.4 To the maximum extent permitted by Applicable Laws, the Seller and its directors, officers, employees, agents, and licensors shall not be liable for any direct, indirect, incidental, special, consequential, or punitive losses or damages. This exclusion applies to damages including, but not limited to, loss of profits, data, use, or goodwill, resulting from: (i) the inability to access or use the Website; (ii) reliance on any information provided through the Website; or (iii) any unauthorized access or use of the Buyer's data.

## **18. INDEMNITY**

18.1 The Buyer agrees to indemnify and hold the Seller harmless from claims arising out of the Buyer's misuse of the Website or breach of these Terms, except to the extent caused by the Seller's breach.



## **19. FORCE MAJEURE**

19.1 Neither Party shall be liable for delay or non-performance caused by events beyond its reasonable control, including natural disasters, war, terrorism, government actions, labor disputes, pandemics, or internet failures.

## **20. COMPLIANCE, SANCTIONS & ANTI-FRAUD**

20.1 The Buyer represents that the purchase and use of the Products will not violate Applicable Laws.

20.2 The Seller may screen Orders and refuse or cancel any Order that would cause a breach of the Applicable Laws.

## **21. RESALE & NO COMMERCIAL USE**

21.1 Products sold on the Website are intended for personal, non-commercial use only. The Buyer must not purchase Products for resale, distribution, or listing on third party marketplaces. The Seller may set quantity limits, request business verification for bulk orders, and cancel or refuse any Order suspected of resale or breach of these Terms. Any verification data collected will be handled in accordance with the Privacy Policy.

## **22. ASSIGNMENT**

22.1 The Seller may assign or subcontract its rights or obligations under any Contract. The Buyer may not assign any rights or obligations under these Terms or any Contract without the Seller's prior written consent.

## **23. SET-OFF**

23.1 The Buyer waives any right to set off amounts owed to the Seller against any claims the Buyer may have, except where such set-off is mandatory under Applicable Law.

## **24. NOTICES**

24.1 Formal notices shall be sent by email to [camperae@camper.ae](mailto:camperae@camper.ae) (for the Seller) and to the email address provided by the Buyer during checkout, unless otherwise specified.

## **25. GOVERNING LAW & JURISDICTION**

25.1 These Terms and any dispute arising out of or in connection with a Contract shall be governed by the laws of the UAE as applied in the Emirate of Dubai.

25.2 The courts of Dubai shall have exclusive jurisdiction over all disputes, without prejudice to any mandatory consumer venue rules under Applicable Law.



## **26. SEVERABILITY, WAIVER & ENTIRE AGREEMENT**

26.1 If any provision is held invalid or unenforceable, the remainder shall remain in full force and effect and the invalid provision shall be replaced by a valid one closest to the original intent.

26.2 No failure or delay by the Seller to exercise any right shall operate as a waiver of that right.

26.3 These Terms, together with the Purchase Confirmation and any policies referenced herein, constitute the entire agreement between the Parties in relation to the online sale.

## **27. CHANGES TO TERMS**

27.1 The Seller may revise these Terms from time to time. The most current version will be posted on the Website and shall apply to Orders placed after the effective date of such changes.