

Sunglass Hut Loyalty Program “The Sun Club” Terms & Conditions

Effective: October 29th, 2024

WELCOME TO THE SUNGLASS HUT LOYALTY PROGRAM “THE SUN CLUB” (“LOYALTY PROGRAM”)! THESE TERMS AND CONDITIONS EXPLAIN HOW MEMBERS LIKE YOU CAN EARN POINTS AND GAIN BENEFITS THROUGH THE LOYALTY PROGRAM.

By joining the Loyalty Program, you agree to be bound by these Terms and Conditions (“Loyalty Terms”). In addition, you agree to be bound by the www.sunglasshut.com/uk Privacy Policy and Terms of Use.

Luxottica Group S.p.A. and its subsidiaries and affiliates (“Luxottica”) reserves the right to update, modify, cancel, or terminate the Loyalty Program, and/or any feature at any time (including Points as defined below) and these Loyalty Terms without any notice or further obligation to you. Luxottica may make changes to the Loyalty Program even if such changes affect your ability to accrue Points and redeem Benefits. Changes can be made without advance notice.

I) LOYALTY MEMBERSHIP

1) Eligibility

You must be 18 years or older and a resident of the United Kingdom to be eligible for membership. Membership in the Loyalty Program is limited to individuals only and is limited to one loyalty account per individual and per email address. Employees of Luxottica, its parent companies, affiliates, subsidiaries, suppliers, advertising and promotion agencies, and anyone else connected with the product and distribution of this Loyalty Program and their immediate family members (spouse, parent, child, sibling, and their respective spouses, regardless of where they reside) and/or those living in the same household of each are not eligible to participate in the Loyalty Program.

2) Enrollment

There is no cost to join the Loyalty Program. Members can join online, instore, or through the Sunglass Hut Customer Care at 0800 026 80 27. If the member joins online, the member will open an online account (“online Loyalty My Account”) at www.sunglasshut.com/uk (“Website”) by providing enrollment details (first name, last name, email address and password). If the member enrolls instore or via Customer Care, he will be asked to provide enrollment details (first name, last name, email address) and he will be invited to create an online Loyalty My Account with his registered email. After he logs into his online Loyalty My

Account, he will have access to a summary of his loyalty information including Membership Tier and current Points Balance. He also may be able to redeem some Benefits through his online Loyalty My Account and to modify his preferences in terms of communication with us.

Revoking Membership

Luxottica may revoke any Loyalty Membership in the Loyalty Program at any time if such member engages in abuse of the Loyalty Program or fails to follow the Loyalty Terms or the rules of the Loyalty Program such as the terms and conditions related to Points or Benefits. Fraud or abuse relating to the accrual of Points or redemption of Benefits will result in revocation of Loyalty Membership in the Loyalty Program and will affect a member's eligibility for participation in any other Luxottica program. Revocation results in a forfeiture of all Points and Benefits. The interpretation and application of the Loyalty Program's Loyalty Terms and rules are at the sole discretion and determination of Luxottica. Members are responsible for remaining knowledgeable about the Loyalty Terms.

3) Loyalty Membership Management

Members must keep their personal information on their Loyalty profile up-to-date. You can edit or update your personal information through your online Loyalty My Account, instore, or by contacting Sunglass Hut Customer Care at -0800 026 80 27. If you believe there is an error in your Loyalty profile or it has been the subject of any suspicious activity, immediately contact Sunglass Hut Customer Care at 0800 026 80 27. Luxottica assumes no responsibility for errors caused by incorrect member information.

The information you provide as a member of the Loyalty Program will be handled according to Sunglass Hut Privacy Policy. If you have questions about the Sunglass Hut Privacy Policy, you can contact us at privacy@luxottica.com.

Loyalty Memberships are not transferable.

Luxottica is not responsible for use of a member's Loyalty Membership in the event a member's Loyalty Membership is stolen and the Loyalty Membership is used or the Benefits are redeemed prior to the member informing Luxottica that the member's Loyalty Membership has been stolen.

4) Loyalty Marketing

Members are allowed to subscribe to the specific marketing campaigns which Sunglass Hut may run by email in the context of the Loyalty Program. Such a marketing subscription is independent and separated (also in terms of unsubscription management) from the general marketing subscription of Sunglass Hut, which does not include Loyalty marketing communications.

Through their online Loyalty My Account, members may check and modify their marketing preferences. They can also keep these preferences up-to-date through request raised in instore, or by contacting Sunglass Hut Customer Care at 0800 026 80 27.

5) Loyalty Membership Cancellation

1. You may cancel your Loyalty Membership at any time via your online Loyalty My Account, by asking an associate instore or by contacting Sunglass Hut Customer Care at 0800 026 80 27. Upon cancellation, any Points accrued will be forfeited and no further Benefit can be redeemed. Membership can be restored within 10 days from the loyalty membership cancellation request to keep Points accrued and the access to the Benefits.

II) POINTS

1) General

Members can earn Loyalty Program Points (“Points”) with the purchase of qualifying products from Sunglass Hut branded retail stores located in the United Kingdom or online at www.sunglasshut.com/uk or by fulfilling “Accrual Missions” (see II.4 paragraph for exclusions).

For each GBP spent on qualifying products and services, members will receive a certain number of Points based on the active rules in that specific moment and purchasing channel. When a member makes a qualifying purchase using a gift card (payment method), the member will earn Points on the amount of the purchase.

From time to time, Luxottica may run certain bonus points promotions (“Bonus Point Promotions”). Bonus Point Promotions are subject to the terms and conditions of the offer and may be offered at any time in Luxottica’s sole discretion.

For non-transactional points accrual, the members will be invited to complete some actions (“Accrual Missions”), online or instore, that will grant them Points. The members will be informed about the available and completed Accrual Missions from their online Loyalty My Account.

Points accrual rules can be changed at Luxottica’s sole discretion at any time.

To earn Points you must be (i) a registered member of the Loyalty Program and provide the Loyalty Card number and the email address associated with a registered Loyalty Membership or (ii) join the Loyalty Program at the same time as the purchase or, for online purchases, immediately after the purchase from the thank you page.

Points are only a measurement of your participation in the Loyalty Program. Use of the word “earn” in marketing materials or these Loyalty Terms in relation to Points shall mean to collect Points as a measurement of participation in the Loyalty Program and does not mean that the Points have any value. Points are non-transferable and cannot be redeemed for cash. Points are not your property. Points may not be transferred by operation of law, such as by inheritance or in bankruptcy. The sale, resale, or barter of Points is prohibited and may result in the forfeiture of your Points as well as termination of membership, which in each case shall be final and conclusive.

A member's Points balance, as reflected in Luxottica's records, shall be deemed correct. Luxottica reserves the right to determine the amount of Points in any member's Loyalty Profile based on Luxottica's internal records related to such member's Loyalty Profile.

Members can check their Points Balance at any time via their online Loyalty My Account, by asking an associate instore or by contacting Sunglass Hut Customer Care at 0800 026 80 27

2) Points Expiration

Points are valid for a period of 24 months rolling and expire on the last day of the calendar month in which they were earned (i.e., if points are earned on 8/14/2024, they will expire on 8/31/2026).

In addition, Points will automatically expire if your Loyalty Membership is revoked or otherwise cancelled.

3) Timing of the addition of Points to Loyalty Profile

Points will be earned on the date of the relevant purchase or on the date the Accrual Mission is completed, regardless of when the Points are added to your Loyalty Profile. The timing for issuing Points is subject to change.

4) Exclusions

Members will not earn points on purchases of Sunglass Hut services and gift cards. Members will earn points only on UK Sunglass Hut retail stores: the full list of Sunglass Hut branded retail stores located in the United Kingdom that participate to the Loyalty Program can be found in Annex 1 that will be periodically updated. Sunglass Hut Points will not be earned for shipping charges and all taxes, if applicable. Points will not be earned on any discounts or other credits offered in connection with a product or services. For example, if a product that is normally £100 is on sale for £75, a member will only earn Points on the purchase price of £75. All purchases made: (i) without identifying themselves as a member of the Loyalty Program, or (ii) without providing an email address associated with a registered Loyalty Profile and a Loyalty Card are not eligible to earn Points. All purchases made by a member prior to such member joining the Loyalty Program are not eligible to earn Points. For online purchases, if a member joins the Loyalty

Program immediately after the purchase - from the thank you page - the member may earn Points on the purchase; if not, then the purchase is not eligible to earn Points.

5) Returns

Points earned for a purchase that is then the subject of a return, refund, returned check due to non-sufficient funds, or other credit will be deducted from the member's Point balance in an amount equal to the Points earned for the original transaction, including bonus Points. The reduction in Points may result in a change in Tier Status.

BENEFITS

1) General

The reach of a Membership Tier gives members access to the Benefits offered by that tier. Benefits may vary by tier and some tiers may have more benefits than others. Benefits are only available at Sunglasshut branded retail stores located in the United Kingdom that participate to the Loyalty Program and online at www.sunglasshut.com/uk. Each benefit may be subject to its own terms and conditions. The terms and conditions may govern among others any of the following: how often the benefit may be redeemed, how the benefit can be redeemed, and when a benefit is valid.

Benefits can be changed at Luxottica's sole discretion at any time. Non redeemed benefits will no longer be available once Luxottica decides to exclude them from the list of available benefits.

2) Tiers of Membership

The Loyalty Program is free to enroll and offers four tiers of membership based upon the number of Points earned by a member.

Name of Tier	Number of Points Needed to Qualify for Tier	Benefits example*
Tier 1 - Silver	0 – 2,999	- Welcome offer - Access to exclusive products
Tier 2 - Gold	3,000 - 5,999	- Free gift with purchase - Tier level up reward

Tier 3 - Platinum	6,000-8,999	- Welcome gift - Free product customization
Tier 4 - Diamond	9,000	- Exclusive branded gifts - Member only VIP experiences

*Benefits examples are illustrative and non-binding.

On the date the member reaches the required Points Balance, they will be granted the corresponding Tier status.

On December 31 of every calendar year, a member's tier will be adjusted based upon the number of Points remaining in the member's Account. On the following day (January 1), the member will be granted the tier status commensurate with the number of Points in the member's Account as of December 31.

After reaching a specific tier, the member could have to wait to access some Benefits that will be "frozen" for a period of time (e.g. 15 days) to allow time for product return or exchange. If their Membership Tier level is lowered, they will no longer be able to take advantage of the benefits of the higher tier.

IV) ADDITIONAL TERMS

1) Indemnity

You agree to indemnify and hold Luxottica and its parent and affiliates, and their directors, officers, agents, employees and other partners, harmless from any loss, damage, liability, cost, expense, claim or demand, including reasonable attorney's fees, made by any third party due to or arising out of your use of the Loyalty Program.

2) Limitation of Liability

AS PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LUXOTTICA BE LIABLE FOR ANY INDIRECT DAMAGES ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OF THE WEBSITE OR WITH THE DELAY OR INABILITY TO USE THE WEBSITE SERVICES, OR USER-GENERATED-CONTENT, WHETHER BASED IN CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE. NOTWITHSTANDING THE FOREGOING, TOTAL LIABILITY OF LUXOTTICA FOR ANY REASON WHATSOEVER RELATED TO USE OF THE WEBSITE SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY YOU TO LUXOTTICA IN CONNECTION WITH THE SUBJECT MATTER OF THE PARTICULAR DISPUTE.

3) Disclaimer of Warranties

YOU EXPRESSLY AGREE THAT YOUR USE OF THE LOYALTY PROGRAM IS AT YOUR SOLE RISK. THE LOYALTY PROGRAM IS PROVIDED ON AN 'AS IS' AND 'AS AVAILABLE' BASIS. LUXOTTICA AND ITS OFFICERS, DIRECTORS AND EMPLOYEES, AS WELL AS ITS THIRD-PARTY AGENTS, CONTRACTORS, DISTRIBUTORS, MERCHANTS OR SPONSORS (COLLECTIVELY, 'THIRD PARTIES'), CAN NOT AND DO NOT WARRANT THAT YOUR USE OF THE LOYALTY PROGRAM WILL BE UNINTERRUPTED, SECURE OR ERROR-FREE. NEITHER LUXOTTICA NOR ITS THIRD PARTIES HAVE ANY RESPONSIBILITY FOR YOUR ACTION OR INACTION IN CONNECTION WITH THE LOYALTY OR FOR ANY DAMAGE TO YOUR COMPUTER OR DATA OR ANY OTHER DAMAGE YOU MAY INCUR IN CONNECTION WITH YOUR USE OF THE LOYALTY PROGRAM. NEITHER LUXOTTICA NOR ITS THIRD PARTIES WARRANT THE ACCURACY, INTEGRITY OR COMPLETENESS OF THE CONTENT PROVIDED IN THE LOYALTY PROGRAM OR THE PRODUCTS OR SERVICES OFFERED FOR SALE. LUXOTTICA AND ITS THIRD PARTIES SPECIFICALLY DISCLAIM ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY LUXOTTICA OR ITS THIRD PARTIES SHALL CREATE A WARRANTY, EXCEPT WHERE THE EXCLUSION OR LIMITATION OF CERTAIN WARRANTIES IS PROHIBITED BY LAW.

4) Applicable Law

This Loyalty Program and all rights and obligations of the parties shall be governed by and construed in accordance with the laws of England and Wales without regard to its conflict of law provisions, and without prejudice to your rights under other applicable law, which cannot be otherwise excluded.

5) Our Access to Your Account

In order to improve your experience, to help with fraud identification, and to assist our Customer Care Representatives in resolving issues you may experience with the Loyalty Program, we use tools to monitor certain user experience information. This include: login information, IP address, data regarding pages visited and ads clicked, specific actions taken on pages visited (e.g. information entered during checkout process), and browser information. You hereby grant Luxottica and its parent, sister, subsidiary or affiliated companies the right to monitor your Loyalty Account activity. We have the right to take any necessary legal action based on fraud, abuse, or suspicious activity in connection with your account. If you are engaged in such activity, you may be liable for monetary losses, including litigation and/or arbitration costs and damages. This section shall survive the termination of your Loyalty Account.

For information or other questions, see information on how to contact us or call Sunglass Hut Customer Care at 0800 026 80 27.

ANNEX 1

Name	Address	City	Zip Code	Country
Bath	Stall Street	Bath	BA1 1QE	GB
Birmingham Bullring	High Street, Bullring Centre	Birmingham	B4 7SL	GB
Bluewater	Lower Guild Hall, Bluewater	Greenhithe	DA9 9SN	GB
Brent Cross	E1 Lower Mall, Brent Cross Shopping Centre	London	NW4 3FP	GB
Brighton UK	Churchill Square	Brighton	BN1 2TB	GB
Bristol	The Mall Upper Level The, Unit 153	Bristol	BS34 5DG	GB
Cambridge GB	Grand Arcade, St Andrews Street	Cambridge	CB2 3BJ	GB
Cannock Outlet	Sunglass Hut Unit 68	Cannock	WS11 7JZ	GB
Canterbury	Gravel Walk, Whitefriars	Canterbury	CT1 2SN	GB
Covent Garden Flagship	James Street	London	WC2E 8BU	GB
East Midlands Designer Outlet	Mansfield Road	South Normanton	DE55 2JW	GB
Edinburgh St James	Unit SU 2.26, Edinburgh St. James Shopping Centre	Edinburgh	EH1 3SS	GB
Gatwick North Airside 1	Airside Departures Lounge N Term	West Sussex	RH6 0PJ	GB
Gatwick South Air	Airside Dept Lounge South Terminal	West Sussex	RH6 0NN	GB
Glasgow Airport	1st Floor Terminal Building	Paisley	PA3 2ST	GB
Guildford	THE FRIARY SHOPPING CENTRE , NORTH STREET	Guildford	GU1 4YW	GB
Gunwharf	Gunwharf Quays	Portsmouth	PO13TU	GB
Heathrow T4 Air	Airside Departures Lounge	London	TW6 1JH	GB
Heathrow T5 Air	UnitRU2039 T5 Airside Departures Lo	London	TW6 2GA	GB
Heathrow T5B	UnitRU4009 Airside Wellington Rd	London	TW6 2GA	GB
Kensington	High Street Kensington	London	W8 4PF	GB
Kingston GB	Market Place	Kingston-upon-Thames	KT1 1JP	GB
Knightsbridge	Brompton Road, Knightsbridge	London	SW3 1QP	GB
Lakeside GB	Lakeside Shopping Centre, West Tayit 267	Grays	RM20 2ZF	GB
Luton Airport	Airport Way	Luton	LU2 9LY	GB
Manchester Trafford	LOWER GROUND, TRAFFORD CENTRE	Manchester	M17 8AR	GB
Metro Centre	Green Mall Cameron Walk, Metrocentr	Newcastle upon Tyne	NE11 9YR	GB
Milton Keynes	19 Sunset Walk, The Centre: MK	Milton Keynes	MK9 3PD	GB

Norwich Chapelfield	Merchants Hall, Chapel Field	Norwich	NR2 1SU	GB
Oracle Reading	Unit 24, The Oracle Shopping Centre	Reading	RG1 2AQ	GB
Oxford Street East	90-92 Oxford Street	London	W1D 1BY	GB
Oxford Street Flag Ship	Oxford Street	London	W1C 1JF	GB
Plymouth GB 9545	Drakes Circus	Plymouth	PL11 EA	GB
Sheffield	The Arcade, Meadowhall Centre	Sheffield	S9 1EP	GB
Southampton	West Quay Shopping Centre Atrium	Southampton	SO15 1QE	GB
Uxbridge	Intu Uxbridge Shoppint Centre, Uni 121	Uxbridge	UB8 1GA	GB
SGH Wembley Designer Outlet	Unit 50B Wembley Park Blvd	London	HA9 0PA	GB
SGH Ashford	Ashford Designer Outlet, Kimberley Way	Ashford	TN24 0SD	GB
SGH Bridgend	Bridgend Designer Outlet, The Derwen	Bridgend	CF32 9SU	GB
SGH Heathrow T2 Airport	Unit RU 2021	London	TW6 1EW	GB
SGH Cheshire Oaks	Cheshire Oaks Designer Outlet, Kinsey Road	Ellesmere Port	CH65 9LA	GB
SGH Livingston	Livingston Designer outlet, Almondvale Ave	Livingston	EH54 6QX	GB
SGH Swindon	Swindon Designer outlet, kemble drive	Swindon	SN2 2DY	GB
SGH Street	Clarks Village, Farm Road	Street	BA16 0BB	GB
SGH York	York Designer Outlet	Fulford	YO19 4TA	GB
SGH Braintree Outlet	Unit F5A Freeport Braintree	Braintree	CM77 8YH	GB
White City Westfield Village	Westfield Shopping Centre, White City, Unit 2012	London	W12 7GD	GB
Stratford Westfield Upper	Westfield Shopping Centre, Stratford, Unit 2013	London	E20 1EJ	GB
SGH O2 Outlet	Unit 11.1.9, Icon Outlet	London	SE10 0DX	GB
SGH Birmingham Airport	Coventry Road	Birmingham	B26 3QJ	GB
SGH Edinburgh Airport	Edinburgh Airport	Edinburgh	EH12 9DN	GB
SGH Trinity Leeds	Units 2.20, 27 Albion St	Leeds	LS1 5AT	GB
SGH Silverburn	F4A Silverburn Shopping Centre	Glasgow	G53 6AG	GB
SGH Cardiff	LG38 ST DAVID'S	Cardiff	CF10 2DP	GB
SGH Arndale	MANCHESTER ARNDALE	Manchester	M4 3AQ	GB
Sunglass Hut Oxford Westgate	Queen St	Oxford	OX1 1PE	GB
Sunglass Hut Newcastle	PERCY ST	Newcastle upon Tyne	NE1 7JB	GB
SGH Leicester		Leicester		GB

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