

1. GENERAL

Thank You for acquiring our Garantie+ service. This service of Extended Warranty is offered by MEDIA MARKT-SATURN BELGIUM N.V., a private limited company organised under the laws of Belgium, having its registered office at Brusselsesteenweg 496 PB 2 1731, Asse, Belgium; registered with the Crossroads Bank for Enterprises under number 0477.140.426 (hereafter **"MediaMarkt"**).

These Terms explain among others the Extended Warranty offered by MediaMarkt and clarifies among others (i) how and under which conditions You may receive a repair or, as the case may be, an alternative solution if Your Covered Item is affected by an Electrical or Mechanical Breakdown after the expiration of the Manufacturer Warranty and (ii) how You can issue such a claims for repair or an alternative solution.

Please take the time to read these Terms so that You understand its terms and keep it in a safe place.

These Terms cover the following Extended Warranty Products offered by MediaMarkt:

Product Category	Extended Warranty Product	Type
IT and Portable Audio devices less than €250, Small Domestic Appliances less than €100 and Mobility Devices	Garantie+ (2+1 Year)	Mechanical or Electrical Breakdown after the legal warranty has expired
Consumer Electronics and Brown and White Goods	Garantie+ (2+3 Years)	Mechanical or Electrical Breakdown after the legal warranty has expired

2. DEFINITIONS

These Terms use words and phrases that have specific meanings. The following words will have the following meaning:

- (a) **"Brown and White Goods"** means either static audio devices, major domestic appliances or TVs
- (b) **"Consumer"** any natural person acting for purposes outside his trade, business, craft or profession.
- (c) **"Consumer Electronics"** shall include devices in the following categories: portable audio devices, portable car navigation equipment, small domestic appliances, consoles, computers and laptops, IT equipment, photography equipment, tablets and wearables.
- (d) **"Cover Period"** means the period commencing as of the expiration of the Manufacturer Warranty and ending at the earlier of (i) the termination of this Extended Warranty in accordance with Section 10 below or (ii) the 3rd Garantie+ (2+1 Year) or 5th (Garantie+ (2+3 Years)) anniversary following the Purchase Date of the Covered Item.
- (e) **"Covered Item"** means the item or items listed in the Purchase Confirmation Email that are covered according to these Terms and purchased from a MediaMarkt Store or the MediaMarkt Website.
- (f) **"Electrical and Mechanical breakdown"** means the unexpected and sudden failure of any part of the Covered Item, after the expiration of the Manufacturer Warranty as a result of permanent mechanical, electrical or electronic failure not otherwise excluded under these Terms, which causes the part to stop working.
- (g) **"Extended Warranty"** means the additional warranty service offered by MediaMarkt for Electrical and Mechanical Breakdowns occurring during the Cover Period.
- (h) **"Garantie+."** means both Garantie+ (2+1 Year) and Garantie+ (2+3 Years) Extended Warranty products offered by MediaMarkt.
- (i) **"Manufacturer Warranty"** means the legal warranty for Consumers and/or commercial warranty for Professional Customers offered by the original equipment manufacturer. If You are a Consumer, the legal warranty will be two (2) years as of the Purchase Date. If You are a Professional Customer, the Manufacturer Warranty will be one (1) year following the Purchase Date.
- (j) **"Terms"** means these Garantie+ Service terms.
- (k) **"MediaMarkt Store"** means a physical store of MediaMarkt located in Belgium
- (l) **"MediaMarkt Website"** means <https://www.mediamarkt.be>
- (m) **"Mobility Devices"** means a power operated mode of transport including but not limited to e-scooters, e-bikes and hoverboards etc;
- (n) **"Professional Customer"** means customers other than Consumers.
- (o) **"Purchase Confirmation Email"** means the email which you receive following the purchase of the Covered Item.
- (p) **"Purchase Date"** means the date that You have purchased the Covered Item in a (i) MediaMarkt Store or (ii) on the MediaMarkt Website.
- (q) **"Service Fees"** means the sum payable by You as stated in the Purchase Confirmation Email for the Garantie+ Extended Warranty service hereunder;
- (r) **"SquareTrade"** or **"Service Partner"** means SquareTrade Europe BV, a private limited company organised under the laws of Belgium, having its registered office at Havenlaan 86C b Box 204, 1000 Brussels, registered with the Crossroads Bank for Enterprises under number 0786.464.518.
- (s) **"You, Your"** means the person entering into this Garantie+ contract as is specified in the Purchase Confirmation Email.

3. EXISTENCE OF A LEGAL WARRANTY

If You qualify as a Consumer under applicable law, You are entitled to a legal warranty for your products and have a right to make claims towards the seller of these products for a duration of two (2) years from their purchase in case of any non-conformity issue, at no cost. This Garantie+ service of Extended Warranty and these Terms apply without prejudice to that legal warranty.

Where a claim is made under the Manufacturer Warranty and the Covered Item is repaired or replaced by the Manufacturer, you must inform us if the IMEI or serial number of the Covered Item has changed. This will not impact your Extended Warranty but if you do not notify us of a change to the IMEI or serial number, in the event of a claim under the Extended Warranty you must provide proof of the Covered Item being replaced. In the event that a payout is received and you no longer own the Covered Item, please notify the Service Partner to cancel your Extended Warranty.

4. ELIGIBILITY FOR GARANTIE+

Garantie+ shall be purchased at the same time of purchase of the Covered Item, in a MediaMarkt store in Belgium or from the Retailer Website;

- (a) Garantie+ only applies to items purchased from MediaMarkt that meet the criteria of a Covered Item;
- (b) Garantie+ only applies and is subject to the condition precedent of the payment of Your Service Fees;
- (c) If You are an individual, you must be 18 years of age or over to enter into these Terms; and
- (d) Garantie+ is only available to residents of Belgium and companies incorporated in Belgium.

5. FEES

5.1 General

The Service Fees for Garantie+ are stated at the time of sale. MediaMarkt will confirm the Fees in Your MediaMarkt sales receipt. The premium you pay will include all taxes (including any Value Added Taxes, **"VAT"**) and ancillary costs.

The Service Fees for the entire Covered Period are payable as of the moment You enter into this Garantie+ Extended Warranty service with MediaMarkt.

6. COVERAGE AND EXCLUSIONS

6.1 Covered Events

Garantie+ only covers Electrical and Mechanical Breakdown(s) of the Covered Item occurring during the Cover Period.

Under Garantie+ (2+3 Years) additional benefits for White Goods (after the manufacturer's warranty has expired) are:

- (i) Payment of up to €150 for refrigerated/frozen food loss, in case of breakdown;
- (ii) Compensation for the use of laundry services, in case of breakdown of washing and drying equipment, up to a maximum limit of €150 per breakdown.

6.2 General Exclusions

Garantie+ does not cover the following:

For Mobility Devices only	For all other Covered Items (excluding Mobility Devices) under Garantie+ 2+1 Year and Garantie+ 2+3 Years Extended Warranties
Theft or Loss	Theft or Loss
Theft or Loss of accessories (in-box)	Theft or Loss of accessories (in-box)
Cost of any accessory, in particular, by way of example and not limited to, battery (when not integrated into the device), wheels, tires, chains, helmets and bells. Cost of any type of consumable. Cost of downloads or computer software (including the operating system).	
Damage resulting from the manipulation or repair of the Covered Item by persons or companies other than the manufacturer's official technical service or the technical service authorised by MediaMarkt.	
Any damage or economic and/or personal loss suffered by You during or after a claim.	Damage that is already covered by the Manufacturer Warranty during its period of application.
Damages or losses caused to third parties or other property as a result of a claim, including claims or expenses directly or indirectly derived from civil liability.	
When no malfunction is found in the Covered Item or when You do not hand over the Covered Item to MediaMarkt or its Service Partner so that the damage can be verified.	Minor cosmetic damage
Damage resulting from the incorrect installation, modification or maintenance of fastening elements, power points or electricity systems.	Intentional damage by You

Costs of delivery, transfer and/or assembly of the Covered Item and of the damages caused to it during said delivery, transfer and/or installation when this is carried out by companies or persons contracted for said purpose.	Personal data on the Covered Item device (photos, E-mails, contacts, threads, etc.)
Damage caused to the Covered Item when it is in the safekeeping of, or being monitored or used by a minor, or another person other than You or any other immediate family member.	Software applied to the Covered Item (apps) that is not necessary for operating the Covered Item
Damage resulting from failing to comply with any traffic, driving and/or road safety rules and/or legislation, and damage resulting from driving on interurban, provincial, regional and State roads.	Malicious damage caused by the policyholder
Damage resulting from using the Covered Item in bets, challenges, training sessions, acrobatic exercises, races and/or contests.	Damage to the ports or speakers
Damage resulting from driving on roads not suitable for the use of the Covered Item (such as, but not limited to motorways, dual carriageways, or bus/taxi lanes).	Catastrophic damage
Damage resulting from traffic incidents governed by the law on civil liability and insurance for the circulation of motor vehicles.	Damage due to fire, explosion, implosion, overvoltage
	Damages caused by a third party to the device (children, animals, other persons)
Any cost necessary for the set-up of the Covered Item after delivery. Costs related to the recovery of data from the Covered Item.	Water and moisture damage, oxidation
	Battery performance below 50% of the original performance, when the battery is not integrated in the device
Damages resulting from any commercial use of the Covered Item, such as being used as a rental or to perform delivery activities.	Damages resulting from any commercial use of the Covered Item.

6.3 Period of Cover

Depending on the Product concerned and, as also stated in Your Media Markt Sales Receipt, the following Cover Period will apply:

Product	Period of Cover
Garantie+ (2+1 Year)	Unless terminated earlier in accordance with Section 9 below, the Cover Period is twelve (12) consecutive months following the expiration of the original equipment manufacturer's and retailer's legal and/or commercial warranty for the Covered Item.
Garantie+ (2+3 Years)	Unless terminated earlier in accordance with Section 9 below, the Cover Period is thirty six (36) consecutive months following the expiration of the original equipment manufacturer's and retailer's legal and/or commercial warranty for the Covered Item.

6.4 Geographical Coverage

You are covered while You are travelling outside of Belgium. To the extent that the Electrical and Mechanical Breakdown of the Covered Item would occur outside Belgium, You should notify the Service Partner of Your Garantie+ claim as soon as possible. If Your Garantie+ claim is approved, the Service Partner will support You when You return in Belgium as further clarified in these Terms and more in particular in Sections 6 and 7 below.

6.5 Maximum coverage

Coverage under Garantie+ is capped at the lower of (a) the value of the Covered Item at the time of Your original purchase of the Covered Item, (b) Ten Thousand Euros (€10,000) for Covered Items which are static audio or TV products within the brown goods category or (c) Five Thousand Euros (€5,000) for all other Covered Items, whether as a single claim or multiple claims. If any single approved Covered Event or all approved claims made under Garantie+ go above such amount, we will honour that claim following which, Your Garantie+ service will be terminated.

7. MAKING A CLAIM FOR GARANTIE+ SERVICES

7.1 Making a claim

During the Cover Period, You can make a claim for a Covered Event by contacting the Service Partner as soon as reasonably possible and without undue delay, using the contact details provided in Section 6.2 of these Terms. If You are a Professional Customer, claims must be made by calling the phone number set out in Section 6.2.

In order for the Service Partner to consider Your claim, it may ask You to provide the original purchase invoice of the Covered Item as well as any documents in general necessary to assess the merits of the claim to help us find the best solution for you and to confirm and provide evidence of Your identity. This may include but is not limited to: photo(s) and/or videos of your device, the damage, and the serial number, detailed information about the issue via troubleshooting process,

and providing a copy of Your identification documents and/or to the extent that it is necessary for fraud prevention and in compliance with applicable laws, submitting a photo, video or voice recording of Yourself. Failure to provide this information will prevent your claim from progressing.

If You have possession of the Covered Item, once the Service Partner has confirmed that the Electrical and Mechanical Breakdown falls under Garantie+, it will initially attempt to troubleshoot the problem You are experiencing. If the Service Partner is unable to resolve Your issue through troubleshooting, it will confirm the details of Your active Garantie+ and the circumstances of the incident. The Service Partner will then endeavour to make a decision on Your claim at this time.

7.2 Contact for claims and claims handling

If You wish to contact the Service Partner in relation to a claim or the handling thereof, please do so at www.squaretrade.be. You may also contact the Service Partner with general questions or claims by the following means:

- (a) **In writing** (letters addressed to the relevant department such as indicated below):
 - (i) For General Inquiries: Customer Services Department
 - (ii) For Claims: Claims Department
Address: SquareTrade Europe BV, Avenue du Port 86C Box 204, 1000 Brussels, Belgium
 - (iii) Online (to file a claim 24/7): www.squaretrade.be Please note that, to the extent that You are a Professional Customer, claims cannot be filed online and we therefore invite you to file such claim by phone.
- (b) **By phone:** +32 800 12 825, the lines are open from 9am to 7pm Monday to Friday and from 10am to 1pm on Saturday. In order to improve the quality of our service, we record all telephone conversations for evaluation.
- (c) **By email:** Klantenservice@squaretrade.be

7.3 Complaints

For any complaints as regards claims handling and the provision of Garantie+ services, we suggest to use the complaints details as set forth in Section 11 below.

7.4 Languages

Communication with our clients is in Dutch or French, at Your discretion. If your preferred language is English, to file a claim or contact us for anything else please call us on +32 800 12 825. Our Documents are available in Dutch, French and English

8. HOW GARANTIE+ SERVICES ARE PROVIDED

8.1 General

The Service Partner, acting on behalf of MediaMarkt, offers the following service options (the "Service Options"):

- (i) Repair
- (ii) Gift Card

8.2 Repair

If a repair is approved by the Service Partner's Claims Department, the Service Partner will make necessary arrangements for the Covered Item to be repaired without any additional cost to You.

In principle, for portable consumer electronics and television sets up to 50 inch, You can send the Covered Item to the Service Partner via a package delivery service. The collection of the Covered Item will need to be arranged directly with the Service Provider

In addition, for certain Covered Items such as Brown & White Goods, the Service Partner will arrange for a repair technician to visit Your home or other location to repair the Covered Item without any additional cost to You. In-home repairs will only be available in Belgium

In the case of Covered Items that are connected devices, You must ensure that all access restrictions on Your Covered Item have been removed (e.g. passwords or Activation Lock equivalent) before handing in the device. If the Electrical or Mechanical Breakdown is covered by Garantie+, the Service Partner will repair the Covered Item.

If the Service Partner determines that the defect or damage that has arisen is inconsistent with the details of the claim, or if the repair centre is unable to access the Covered Item due to password or other access restrictions, the Covered Item will be returned unrepaired to You, or destroyed at Your request.

If the Service Partner is unable to repair Your Covered Item and Your claim is covered by Garantie+, the Service Partner will issue You a MediaMarkt gift card and the original Covered Item may not be returned to You (at our sole discretion) as further clarified in Section 7.4 below. Where we have not been able to attempt to repair your Covered Item, we may (at our sole discretion) collect the Covered Item prior to issuing the MediaMarkt gift card in order to validate your Claim.

Neither Service Partner nor MediaMarkt accepts any liability for the retention or deletion of any data including Your personal data stored on Your Covered Item during repair. You will need to wipe and create Your own backup of any personal data prior to handing in or sending in Your Covered Item for repair.

8.3 Gift Card Settlement

If a claim is approved by the Service Partner's Claims Department but it is not possible to repair the Covered Item (at Service Partner's absolute discretion), the Service Partner will, on behalf of MediaMarkt, settle Your claim by providing You with a MediaMarkt gift card.

The settlement amount for such gift card will be determined by us based on the original purchase price of the Covered Item and the moment upon which the Electrical or Mechanical Breakdown occurs:

Gift card amount	
Electrical or Mechanical Breakdown occurring within 12 months as from the expiration of the Manufacturer Warranty.	100%**
(For Garantie+ (2+3 Years) Only) Electrical or Mechanical Breakdown occurring between 12 months as from the expiration of the Legal Warranty but no later 24 months as of the expiration of the Manufacturer Warranty.	80%*

(For Garantie+ (2+3 Years) Only) Electrical or Mechanical Breakdown occurring between after 24 months as of the expiration of the Manufacturer Warranty but before expiration of the Cover Period.	60%*
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* The % is the value of the Gift Card as a % of the acquisition price of the Covered Item

** Up to a maximum of 10,000 Euros for Static Audio and TV. Up to a maximum of 5,000 Euros for all other categories

Where you have been provided with a MediaMarkt gift card, you consent to the ownership of your original Covered Item passing to us on receipt of the MediaMarkt gift card. Where the covered item is in our possession we will retain this, or we may (at our sole discretion) arrange for the Covered Item to be collected.

8.4 Non-repairable goods

For any Covered Items which are not repairable and a gift card has been provided in order to purchase a replacement item, where they are located in a repair centre, the Service Partner will not return these items.

9. TERMINATION

9.1 General grounds for termination

Garantie+ will end at the earliest of the following:

- The date You inform us that You are no longer a Belgian resident or no longer established in Belgium (in case You are a Professional Customer);
- the date You cancel Garantie+ in accordance with Section 10.2 of these Terms;
- the date the MediaMarkt terminates this Garantie+ in accordance with Section 9.3 of these Terms;
- the aggregate value of all approved claims made under these Terms reaches the maximum coverage as set out in Section 6.4 of these Terms; or
- otherwise at the end of the Cover Period.

You will not be covered for any new claim after your policy terminates for any of the above reasons.

9.2 Your right to withdraw from or terminate Garantie+

- Your withdrawal right

If You are a Consumer and have entered into this Garantie+ online or in a MediaMarkt Store, You have the right to withdraw from Garantie+ within thirty (30) days without giving any reason.

The withdrawal period will expire after 30 days from the day of the conclusion of Garantie+.

To exercise the right of withdrawal, you must inform MediaMarkt of your decision to withdraw from this Garantie+ by either

(i) sending a registered letter to: MediaMarkt Garantie+ c/o SquareTrade Europe B.V., Avenue du Port 86C (box 204), 1000 Brussels, Belgium; or (ii) contacting the Retailer store where You purchased Garantie+ within thirty (30) days from the purchase of Garantie+.

You may use the withdrawal form attached to these Terms (see Annex 1) but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for You to send Your communication concerning Your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this Garantie+, MediaMarkt will reimburse to You all payments received from You without undue delay and in any event not later than 30 days from the day on which we are informed about your decision to withdraw from this Garantie+. MediaMarkt will carry out such reimbursement using the same means of payment as You used for the initial transaction, unless You have expressly agreed otherwise; in any event, You will not incur any fees as a result of such reimbursement.

If MediaMarkt terminates these Terms on the basis of one or more of the grounds set forth requested to begin the performance of services during the withdrawal period, You shall pay MediaMarkt an amount which is in proportion to what has been provided until You have communicated Your withdrawal from this Garantie+ Extended Warranty to MediaMarkt, in comparison with the full coverage of the Garantie+ Extended Warranty.

- Termination for insolvency or cause

You may terminate these Terms and Garantie+ Extended Warranty set forth herein without prior recourse to a court if MediaMarkt (i) files for bankruptcy, is declared bankrupt, is being wound up or has become insolvent, or (ii) fails to perform any of its material obligations hereunder and MediaMarkt fails to remedy such material breach within [30] days after Your written notification there, to MediaMarkt Garantie+ Extended Warranty c/o SquareTrade Europe B.V., Avenue du Port 86C (box 204), 1000 Brussels, Belgium

9.3 MediaMarkt's right to terminate

- Grounds for termination

MediaMarkt may terminate these Terms and the Garantie+ Extended Warranty set forth herein without prior recourse to a court if You:

- fail to pay any amounts due hereunder to MediaMarkt or, as the case may be, Service Partner and failed to rectify such late payment within 30 days following a written notice of default thereto,
- fail to perform any of Your material obligations hereunder and You fail to remedy such material breach within 30 days after Your written notification thereto; or,
- in case You are a Professional Customer, file for bankruptcy, are declared bankrupt, are being wound up or have become insolvent.

Termination for convenience

MediaMarkt may terminate these Terms and Garantie+ the Extended Warranty set forth herein at any time by giving You at least 1 month prior written notice.

- Consequences of termination

forth in Section 9.3 (a), You will not be entitled to the return of any amounts You have paid hereunder.

If MediaMarkt terminates these Terms on the basis of Section 9.3 (b), You will be entitled to a refund of the Service Fees paid whereby we will calculate Your refund on a pro-rata basis for the period that You have been covered by Garantie+ and refund the balance provided You have not made a claim under these Terms prior to that point.

If You terminate these Terms on the basis of Section 9.2 (b), You will, as a sole remedy, be entitled to a refund of the Service Fees paid whereby we will calculate Your refund on a pro-rata basis for the period that You have been covered by Garantie+ and refund the balance provided You have not made a claim under these Terms prior to that point.

9.4 Notices of Termination

Any notices of termination addressed MediaMarkt, will be addressed by post to the following address: MediaMarkt Garantie+ c/o SquareTrade Europe B.V., Avenue du Port 86C (box 204), 1000 Brussels, Belgium.

10. COMPLAINTS

MediaMarkt and the Service Partner aim to provide the highest quality of service to the customers at all times. Unfortunately, things don't always go to plan and there may be times when You feel we've let You down. If this happens, we'll do our best to put things right quickly and fairly.

10.1 Complaints addressed to SquareTrade

For any complaints as regards the claims handling and the provision of the Garantie+ service, please contact our Service Partner (SquareTrade) directly by using the following contact details:

- In Writing** - Letters addressed to: Director - Customer Experience & Service The address is: SquareTrade Europe BV, Avenue du Port 86C Box 204, 1000 Brussels, Belgium.
- By phone**: +32 800 12 825
- By email**: complaintseu@squaretrade.com

SquareTrade will acknowledge Your complaint within five (5) business days of its receipt. It will keep You updated on Your complaint and aims to provide you with a written final response within fifteen (15) business days.

10.2 Complaints addressed to MediaMarkt

- For any complaints other than those relating to claims handling and the provision of the Garantie+ service, please contact MediaMarkt customer service by calling +32 246 55 5 00

11. DATA PROTECTION

11.1 Data controllers

Both MediaMarkt and the Service Provider act as data controllers with regard to information that we hold about You in connection with Garantie+. To review relevant data protection notices please see in:

English: <https://cloud.mediamarkt.be/en/mediamarkt/privacy.html>

French: <http://squaretrade.eu/be/politique-de-confidentialite>

Dutch: <http://squaretrade.eu/be/beperkt-privacybeleid>

11.2 Personal Data we collect

MediaMarkt collects, stores and uses the following personal information supplied by You during the conclusion and performance of these Terms:

- Your name and contact details;
- Information in relation to Your Garantie+;
- Information about any claims You make hereunder;
- Information on the Covered Item;
- Feedback on the services we provide to You; and
- Records of any correspondence or details of any conversation between You and us.

11.3 Legal basis for the processing of Your personal data

We are required to have a "legal lawful basis" for using Your personal information, which means that we must have a legal justification for collecting, using and storing Your personal information. We need to handle and use Your personal information to be able to provide You with and administer Your Policy; therefore, our processing of Your personal data is necessary for the performance of the services set out under Your Policy. We will also use Your personal information where it is necessary for our legitimate interests or the legitimate interests of others. Our legitimate interests are to carry out Policy administration, customer services, claims management and fraud prevention. We may also use Your personal information if necessary, for complying with our legal obligations.

11.4 Who will receive Your personal data and data transfers

In connection with the above purposes, we will share Your personal information with SquareTrade and its sub-contractors and other third parties who help us administer Your Garantie+. You can choose whether or not to provide the above information but if You decide not to, we may be unable to provide the services as set out under these Terms. We will keep the information about You which we hold for such period of time as required and permitted by law, insofar as it is necessary for these purposes.

We may transfer Your personal data to countries outside the European Economic Area. Where we do so, we will ensure that similar standards of protection are afforded to it. This can be done in a number of different ways, for example:

- only transferring Your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission; or
- using specific contracts approved by the European Commission with recipients giving personal data the same protection it has in Europe.

You may request for information about any international transfers of personal data by us outside the European Economic Area by contacting us using the details below.

11.5 Your rights

You have a number of legal rights in relation to the information we hold about You including a right of notice, access, data-portability, rectification, restriction of processing, erasure, and an objection right. You may exercise these rights at any time by submitting Your request in writing to:

MediaMarkt:

- By e-mail: privacy.be@media-saturn.com
- By post: Brusselsesteenweg 496 box 2, B-1731 Zellik

Service provider:

- By e-mail: privacy@squaretrade.com
- By post: Legal Department, SquareTrade Europe BV, Avenue du Port 86C (box 204), 1000 Brussels, Belgium

You also have the right to complain to the relevant data protection authority, but we encourage You to contact us first. Please note that the rights are not absolute and are subject to the limitations of local applicable law. If we are unable to comply with Your request, we will explain why this is the case.

12. OWNERSHIP TRANSFER

You are not entitled to transfer the ownership of this Service without our prior written consent. Please contact us using the details in the Contact Us section.

13. APPLICABLE LAW AND CHOICE OF COURT

This Policy is governed by the laws of Belgium. Any dispute relating to the information, formation, execution, performance, termination, cancellation or interpretation of these Terms shall fall exclusively within the jurisdiction of the Belgian courts, to the extent legally permitted.

ANNEX 1 – MODEL WITHDRAWAL FORM

- To Media Markt Saturn Belgium N.V, Brusselsesteenweg 496 PB 2 1731, Asse, Belgium
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service (*);
- Ordered on (*),
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only if this form is notified on paper),
- Date

STARR
COMPANIES