

## General Terms and Conditions of Sale

*Update: February 2026*

KENZO manufactures and markets KENZO products directly and indirectly around the world.

While maintaining our network of stores selling KENZO products, a website for distant selling is also available at the following address: <http://www.kenzo.com> (the "E-shop").

The E-shop requires you to play an active role.

Use of the online sales process described in these General Terms and Conditions of Sale for distance selling (hereinafter the "General Terms and Conditions of Sale" or "Terms of Sale") is reserved solely for consumers acting on their own behalf and personal use. Therefore, the Products are not intended for resale for commercial purposes.

### 1 - SCOPE OF APPLICATION

The General Terms and Conditions of Sale, which we ask you to read closely, apply to all your orders for KENZO products available for sale from our E-shop ("Products"), with the exception of:

-Orders placed for the following countries: United Kingdom, Hong Kong, Singapore, Taiwan Region, Australia, Bulgaria, Canada, Czech Republic, Denmark, Hungary, Iceland, Indonesia, Israel, Lebanon, Malaysia, Mexico, New Zealand, Norway, Philippines, Poland, Romania, South Korea, Sweden, Switzerland, Thailand, Vietnam, United States, United Arab Emirates, Kingdom of Saudi Arabia which are managed by our partner, Global-e France SAS, registered in the Paris Trade and Companies Register under the number 818 358 459, with its registered office at 320 rue Saint Honoré, 75001 Paris, France ("Global-e") in its own name but on our behalf. For these countries, please consult Global-e's general terms and conditions of sale available at the bottom of the E-shop pages for these locations of the E-shop and its Privacy Policy available [here](#).

- Orders placed for Spain and Japan. See the applicable policies at the bottom of the E-shop pages for these locations.

These General Terms and Conditions of Sale can be consulted at any time on our E-shop and it is possible to save a version of them on your computer or print them.

The customer, by checking a designated box and placing an order, declares that he/she has read and accept these General Terms and Conditions of Sale before placing his/her order. You also certify that you have legal capacity to agree to these General Terms and Conditions of Sale. Confirmation of your order implies the unreserved acceptance of our General Terms and Conditions of Sale, which are supplemented by our Personal Data Protection Policy, including our cookies policy and the E-shop's Terms of Use.

KENZO reserves the right to modify these General Terms and Conditions of Sale at any time. However, the General Terms and Conditions of Sale applicable to the order are those accepted by the buyer at the time of placing their order.

The General Terms and Conditions of Sale do not apply to services or the sale of products by any entity other than KENZO, even if these services or products are presented on the E-shop via links, banners or hypertext links. Before placing an order with an entity other than KENZO, check the sales conditions that apply by these other entities.

With regard to the protection of your personal data collected on the E-shop, please consult our Personal Data Protection Policy available at the bottom of our E-shop page.

## **2 - IDENTIFICATION OF THE SELLER**

KENZO Products are sold to you by the following company: KENZO, a French “Société Anonyme” with a capital of €2,153,040, registered in the Paris Trade and Companies Register under the number 402 180 194, with its registered office at 18 rue Vivienne - 75002 Paris, France and with the intra-community VAT number FR 80 402 180 194 (« KENZO »).

KENZO's unique identifiers under the “Responsabilité Elargie du Producteur” (REP) under French law (*i.e Extended Producer Responsibility*) are the following:

- Unique identifier Refashion eco-organization (Textiles, Linen and Shoes):  
FR218658\_11IAMI
- Unique identifier Citeo eco-organization (Household Packaging and Papers):  
FR218658\_01GVMU

## **3 - PRODUCT INFORMATION AND AVAILABILITY**

Information relating to KENZO Products sold on the E-shop is available, with their references on the E-shop. In accordance with Article L111-1 of the French Consumer Code, you can find out about the essential characteristics of the Products on the E-shop before placing your order.

The KENZO Product offer on the E-shop is only valid subject to available stock. In particular, adding KENZO Products to the basket does not guarantee their availability. Therefore, Products available when they are placed in the basket may be unavailable by the time the order is confirmed.

Although we take great care with the presentation of KENZO Products on our E-shop, we cannot guarantee that their actual appearance corresponds exactly to their appearance on the screen. Therefore, photographs and images of Products available for sale are provided for information purposes only. In particular, colors may vary as a result of the technical limitations of computer equipment. Therefore, KENZO cannot be held responsible for any minor errors that may occur.

For further information on our Products, it is also possible to contact our Customer Service, as indicated below in Article 11.

## **4 - ORDERS**

You can select the KENZO Products you want to order as follows:

### **4.1 Placing an order**

When you place your first order on the E-shop, you will be able to create a customer account to help you track your purchases. However, it will also be possible to make purchases without creating an account by opting for guest mode. When placing an order, you will be asked to complete a form containing some mandatory fields required for its processing. This data will be processed in accordance with KENZO's Personal Data Protection Policy.

Before any final order, you will be able to check the details of your order and its total price and correct any potential errors before confirming that order to express your acceptance. All orders placed imply an obligation by you to pay.

Once your order has been placed, KENZO will send you a confirmation email with details, in particular of the order number, the KENZO Products ordered, and a link you can use to track its progress.

All the steps required to place an order are indicated on our E-shop.

## **4.2 Limitations**

We reserve the right to limit the quantities of KENZO Products, we supply, and/or to refuse or cancel any order for a legitimate reason in accordance with article L121-11 of the French Consumer Code, in particular any abnormal order within the sense of applicable case law in this field. Furthermore, KENZO reserves the right to suspend or cancel any execution of an order and/or delivery, regardless of its nature and level of execution, in the event of non-payment or partial payment of any sum that would be due by the buyer, in the event of a payment incident, or in the event of fraud or attempted fraud relating to the use of the E-shop, including in connection with previous orders.

## **5 - PRICES**

For orders covered by these General Terms and Conditions of Sale, the price of KENZO Products is indicated in Euros (€) including all taxes (incl. VAT).

Prices include value added tax (VAT) applicable on the day of the order. Any change in the applicable VAT rate will be automatically reflected in the price of Products sold by KENZO on its E-shop, it being understood that this change will not affect orders already placed.

These prices do not include shipping costs, which are invoiced in addition to the price of the Products purchased. Shipping costs will be calculated based on your delivery address and the selected delivery method. They will be indicated to you before you register your order.

Please note that no VAT refund will be possible for purchases made on the E-shop.

We take great care to ensure the accuracy of prices on our E-shop. However, some prices may contain an error. If KENZO notices a price error in the order, we will inform you of it as soon as possible. In this case, KENZO will reserve the right to cancel the order of the Product(s) concerned by the manifest price error. If your order has been paid for, you will receive a refund of the amount paid for the Product concerned by the error.

We may change the prices indicated on our E-shop at any time without prior notice. However, modified prices will only apply to new orders.

Countries covered by these General Terms and Conditions of Sale are not subject to customs duties and charges.

You must pay for the total amount of the order with one payment.

For each order, an electronic invoice will be available by clicking on the link in the shipping confirmation email.

## **6 - PAYMENT CONDITIONS**

The payment methods accepted at the time of your purchase are listed on the payment page of the relevant country on the E-shop. Accepted payment methods are: credit cards (Visa, Mastercard, American Express, Maestro, Carte Bancaire in France), PayPal, Alipay, Apple Pay (available only on iOS), JCB.

The following local payment methods are also accepted: Ideal in the Netherlands, Bancontact in Belgium, Klarna in Germany, Austria, Finland, Italy, France, Belgium, Netherlands.

Payments made with PayPal, Multibanco, Bancontact, and iDeal are systematically debited upon placing the order. However, transactions made with other payment methods will be debited upon shipment of the order.

For all payment methods, you guarantee that you are the holder of the payment method used.

In particular, for credit card payments, you guarantee that you are the holder of the credit card to be debited and that the name appearing on it is indeed yours. You then provide the sixteen-digit number and expiration date, shown on the front of your credit card, as well as, where applicable, the visual cryptogram numbers shown on the back. This data is encrypted during entry and transmission according to the SSL protocol (confirmed by the appearance of "https" in the URL displayed by your browser).

For payments other than by credit card, especially PayPal and Klarna, we invite you to carefully check the information related to your payment accounts, if applicable, to which you will be directed before confirming your payment. Furthermore, installment payment options offered by certain payment methods, such as PayPal and Klarna, are subject to their own terms and conditions, which you must review before validating your payment to place your order. KENZO shall not be responsible for any resulting errors.

As part of Internet payments, control will be carried out online with the competent banking institutions and organizations queried via our payment provider Adyen.

Furthermore, to prevent internet fraud, KENZO implements processing aimed at preventing fraudulent online transactions. To learn more, we invite you to read our Personal Data Protection Policy.

Some banking institutions charge additional fees for international money transfers and/or credit card transactions. It is your responsibility to check this with your bank before placing an order. KENZO will not bear any associated costs, unless otherwise required by mandatory legal provisions.

KENZO reserves the right to suspend or cancel any execution of an order and/or delivery, regardless of its nature and stage of execution, in the event of non-payment or partial payment of any sum due by the buyer, particularly in the event of a payment incident, or in the event of fraud or attempted fraud.

## **7 - DELIVERIES**

Your KENZO Products will be shipped to the delivery address indicated when ordering, after confirmation of payment. For orders paid via PayPal or Apple Pay, the delivery address used will be the one registered with your payment account. It is therefore advisable to check this address and correct it, if necessary, before confirming your order.

It is not possible to ship to PO boxes.

Except in the case of specific circumstances or the unavailability of one or more KENZO Products, the Products in the same order will be sent as part of one delivery.

Under these General Terms and Conditions of Sale, we deliver KENZO Products to the following countries: France, Monaco, Ireland, Germany, Austria, Belgium, Cyprus, Croatia, Estonia, Finland, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Portugal, Slovakia, Slovenia. For any order with delivery to one of these specific countries, the customer is required to place the order exclusively on the E-shop page dedicated to that country on the E-shop.

Please note that we do not ship to the outermost regions (OR) of the European Union, i.e. French Guiana, Guadeloupe, St. Martin, Martinique, Reunion, the Canary Islands, the Azores and Madeira.

If you are located in or wish to have your order delivered to a destination that is not one of the countries mentioned above, please consult the list of KENZO stores available in our "Our Stores" section.

Delivery costs are indicated on the E-shop and will be communicated to the customer prior to confirming the order. Delivery costs may be free of charge, with or without any conditions, depending on the details displayed on the E-shop at the time of your order.

For deliveries within the European Union, your order will be shipped by DHL Express transport within an estimated period of 2-3 working days (weekends and public holidays are excluded). This estimated period may vary according to destination and periods of intense activity for carriers (in particular during the Christmas and New Year period). These delivery times are provided for information purposes only on the Product page and after entering your exact address. In accordance with the provisions of the French Consumer Code, the ordered items will, in all cases, be shipped at the latest within thirty (30) days of placing the order, subject to full payment of the price.

In order to best organize the delivery of your order or the possible return of a Product, the carrier may have to contact you.

A signature will be required on delivery.

If, upon delivery, the external appearance of the package is visibly not in conformity, it is recommended to open it in the presence of the carrier in order to verify the condition of the KENZO Products delivered. In the event of visible damage to the Products or missing Products, you should record your detailed reservations on the bill of lading on the deliveryman's mobile terminal at the time of signing for the Products and contact KENZO Customer Service as soon as possible to inform us.

## **8 - TRANSFER OF OWNERSHIP - TRANSFER OF RISKS**

The transfer of title and ownership of KENZO Products ordered will only occur once KENZO has received full payment for them.

However, the transfer of risks will occur upon delivery, meaning when the KENZO Products are handed over at the delivery address that you have provided.

## **9 - RIGHT OF WITHDRAWAL/ CANCELLATION - RETURNS**

If you are not happy with KENZO Products, you can return them free of charge and receive a refund in the frame of your right of withdrawal/cancellation. However, we do not exchange items.

You have a period of fourteen (14) days to exercise your right of withdrawal/cancellation, without having to justify your decision, under the conditions of article L221-18 and seq of the French Consumer Code, if it meets the conditions laid out in these provisions.

This period starts from the moment the KENZO Products are received by you or a third party designated by you (other than the carrier). If your order contains several Products delivered separately, this period will start when you take possession of the last Product delivered.

If the fourteen (14) day period expires on a Saturday, a Sunday or a public holiday, it will be extended to the following working day.

Only you, as buyer, can exercise this right of withdrawal/cancellation. It should be noted that, in the case of a gift, the right of withdrawal/cancellation is for the sole benefit of the customer (buyer) and cannot be exercised by the gift's beneficiary. Furthermore, in accordance with Article L221-28 of the French Consumer Code, you are informed that the right of withdrawal/cancellation cannot be exercised (i) for orders of goods made according to the consumer's specifications or for goods that have clearly been personalized and (ii) for goods which have been unsealed by the consumer after delivery and which cannot be returned for hygiene or health reasons.

If you have benefited from a promotional offer on the E-shop, entitling you, under certain conditions, to one or more free products in exchange for your Order, and if, as a result of exercising your right of withdrawal/cancellation, you are no longer eligible for the offer, you must return the Product(s) you wish to return together with the free product(s) received when benefitting to the promotional offer.

Similarly, when returning a Product which contains an accessory, the return will only be valid if the returned Product is returned intact with its accessory, also intact.

To return a Product, on our E-shop, go "My Account" and select "My Orders", then:

1. Choose the relevant order number and select "create a return".
2. Follow the steps indicated to finalize your return.
3. Print the prepaid return label and affix it to your package. This label will contain details for processing your order and will release you from having to pay shipping costs.
4. Choose a DHL collection point near you. You can also contact our Customer Service or DHL Express directly to arrange for your parcel to be collected from your home.

You can also inform us of your decision to withdraw by using the withdrawal/cancellation form at the bottom of these General Terms and Conditions of Sale, or any other unambiguous statement expressing your wish to withdraw. This request can be sent to the Customer Service by email at the following address: [customerservice@kenzo.com](mailto:customerservice@kenzo.com).

You have fourteen (14) days from the date of your request to return the Products to us.

You must return the Products to us complete (including any accessories or gifts included at the time of purchase, instructions, product label, etc.) in their original condition and packaging, with the prepaid return label. This prepaid label can only be used when shipping from the original country of delivery. Products cannot be returned or refunded at stores.

To keep proof of this return, we advise you to keep the copy of the return tracking number and of the shipping label validated by the shipping company that provides the specific date of your delivery.

KENZO will refund the returned Products at the price invoiced (including delivery costs and taxes unless the return is only partial), under the conditions of article L221-24 of the French Consumer Code, according to the initial payment method used, within a maximum period of fourteen (14) days following receipt by KENZO of the returned Products or following the date on which you provided proof of the Products having been shipped, whichever comes first.

By virtue of Article L221-23 of the French Consumer Code, the consumer can only be held liable in the event of depreciation of the goods as a result of handling other than that strictly necessary to establish the nature, characteristics and correct functioning of these goods. In this context, any Product returned incomplete, damaged, deteriorated, soiled or in any other condition that might reasonably suggest that they have been used or worn, will not be refunded and will be returned to you.

Any additional costs paid by the customer as a result of the choice of a specific delivery method will not be refunded.

If your returned Products are validated, a confirmation email will be sent to you.

## **10 - LIABILITY - WARRANTY**

You must ensure that the KENZO Products delivered to you correspond to your order. In the event that the KENZO Products delivered do not coincide with your order, you must inform our Customer Service (the contact details of which are indicated in Article 11) and return the Product(s) in question in accordance with the conditions laid out in Article 9.

Without prejudice to the specific warranty conditions that may be available to you with the KENZO Products delivered, the KENZO Products sold on the E-shop are subject to the conditions of the legal conformity guarantees provided for in articles L217-3 to L217-20 of the French Consumer Code. Thus, if the Product is unfit for its intended use, you have two (2) years from the date of delivery of the goods to make use of this guarantee, by contacting us at the address mentioned in article 11. It should be noted that conformity defects which appear within twenty-four (24) months of the delivery of the goods will, unless proven otherwise, be presumed to have existed at the time of delivery, unless this presumption is incompatible with the nature of the goods or the defect claimed. In the event of a lack of conformity, you may benefit from the following options, depending on the possibilities and subject to the cost conditions provided for in Article L217-12 of the French Consumer Code: (i) the replacement of the non-conform KENZO Product subject to stock availability; or (ii) the repair of the non-conform KENZO Product. If these two solutions cannot be implemented within thirty (30) days following your request under the conditions provided for in articles L217-8 to L217-17 of the French Consumer Code, we will proceed with a full refund (purchase price and any delivery costs) in exchange for the return of the non-conform KENZO Product, or if you wish to keep the Product, with a reduction in price in proportion to the difference between the value of the item delivered and the value of the item lacking conformity. The cost of returning the Product, repairing it or delivering another Product will be covered by us. Sums owed by virtue of this article will be refunded on receipt of the item or proof of your return of the non-conform Product and, in any case, no later than within fourteen (14) days. Furthermore, KENZO Products sold on the E-shop are subject to the warranty against hidden defects provided for in articles 1641 and 1648 of the French Civil Code (“Code civil”). Consequently, if the Product is unfit for its intended purpose and the defect, prior to the purchase, was not apparent at the time of purchase, the consumer has two (2) years from the moment the defect is noticed to invoke this warranty. If the hidden defect is proven, you will have the choice of returning the item and receiving a full refund, or keeping the item and receiving a partial refund.

The legal warranties of the local law of the customer's country of residence that are more favorable to the customer than the above French legal provisions shall apply for the benefit of the customer.

The performance of all or part of our obligations will be suspended in the event of the occurrence of a fortuitous event or force majeure that hampers or delays its performance.

Finally, without prejudice to KENZO's security obligations, the buyer must maintain the security of its online transactions, particularly by not disclosing its identifiers and passwords to anyone.

Computerized records, stored in the IT systems of KENZO and its partners, such as carriers, will be considered admissible, valid, and enforceable proof of communications, orders, and payments between the Parties.

## **11 - CUSTOMER SERVICE – AFTER SALE SERVICE**

For any information, claim or a question in particular relating to our your orders, our General Terms and Conditions of Sale, our E-shop or to KENZO Products, please contact our Customer Service, in French or English, available Monday to Friday, except on French public holidays, from 9 am to 5:30 pm, French local time, by telephone at: +33 (0)1 73 04 21 39 , by email: [customerservice@kenzo.com](mailto:customerservice@kenzo.com), by using the contact form on our E-shop ([link](#)), or by sending a letter to the following address: KENZO - Customer Service E-shop - 18 rue Vivienne - 75002 Paris, France.

## **12 - DATA PROTECTION**

Personal data marked as mandatory (\*) is required for KENZO to process and deliver orders. This information is intended for KENZO and its service providers involved in performing the order.

For further information on how KENZO uses data, please read our Personal Data Protection Policy available on our E-shop (also available [here](#)).

You have rights with regard to how KENZO processes your data (access, correction, deletion, opposition, limitation, portability, withdrawal of consent).

You can exercise these rights or ask any question concerning the management of your personal data by contacting our Data Protection Officer, the contact details of whom are provided in section "Your rights", in the Personal Data Protection Policy.

Without prejudice to the foregoing, if KENZO collects the customer's telephone number, the latter may register on the cold calling opposition list on Bloctel, on the website [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr), if they have a French telephone number.

## **13 - INTELLECTUAL PROPERTY**

The intellectual property rights attached to the Products sold on the Site, to the visuals, and films represented, are and remain the exclusive property of KENZO. All exploitation rights are exclusively reserved for it. Under these conditions, no one is authorized to reproduce, exploit, disseminate, or use for any purpose whatsoever, even partially, the intellectual property rights of KENZO, without its prior written consent.

The KENZO trademarks and logos are registered trademarks. Any total or partial reproduction constitutes a counterfeit and is, therefore, strictly prohibited.

The use of all or part of our E-shop, in particular by downloading, reproduction, transmission, or representation for purposes other than personal and private use for non-commercial purposes, is prohibited.

## **14 - SEVERABILITY**

If one or more provisions of these General Terms and Conditions of Sale are declared null and void or deemed unwritten pursuant to a law, regulation, or a final decision by a competent court, the other provisions shall retain their full force and effect.

## **15 - CHOICE OF LAW - LANGUAGE - DISPUTES**

The General Terms and Conditions of Sale are governed by and subject to French law, without prejudice to the mandatory provisions of the law of the consumer's habitual residence, which may be more favorable to the consumer, and which shall prevail over these General Terms and Conditions of Sale.

The General Terms and Conditions of Sale are drafted in French. Should they be translated into one or more other languages, the French version shall also prevail in case of dispute, unless otherwise imperatively provided.

In the event of a dispute concerning the General Terms and Conditions of Sale or a purchase on the E-shop, you are invited to contact Customer Service as per Article 11 herein.

You also have the option, before any legal action, to seek an amicable solution, and in particular to resort to conventional mediation or any other alternative dispute resolution method.

In accordance with the provisions of Title I, Book VI of the French Consumer Code, KENZO has designated the CMAP (*Centre de Médiation et d'Arbitrage de Paris, 39 avenue Franklin D. Roosevelt, 75008 Paris, France*) as consumer mediator.

Consumers may apply to the CMAP for mediation form available at [www.cmap.fr](http://www.cmap.fr) ; Consumer page, after having sent a written complaint to KENZO, which has remained unanswered for more than a month after it was sent, or which has received an unsatisfactory response.

You may also contact CMAP under the same conditions, by postal mail at CMAP – Service Médiation de la consommation, 39 avenue Franklin D. Roosevelt, 75008 Paris, France.

The applicant for mediation must imperatively specify the subject of the dispute to CMAP and send all relevant documents, as indicated in the application form. Failing this, the application cannot be taken into account. This application can be made in French or English. Consumers are informed that they must submit their request to CMAP within a maximum period of one year from their written complaint to KENZO.

Furthermore, you can consult the remedies within the European Union by visiting the European Commission's website at the following address: [https://consumer-redress.ec.europa.eu/index\\_fr](https://consumer-redress.ec.europa.eu/index_fr)

You remain free to accept or refuse mediation and, if mediation is used, each party is free to accept or refuse the solution proposed by the mediator.

Notwithstanding the foregoing, in the event of a dispute, and in accordance with Regulation No. 1215/2012 of December 12, 2012:

- the consumer may bring proceedings either in the French courts or in the courts where the consumer is domiciled
- KENZO may refer the case to the court where the customer is domiciled

This article applies without prejudice to any other mandatory consumer right.

**FORM TO BE USED FOR WITHDRAWAL/CANCELLATION**

(PLEASE COMPLETE AND RETURN THIS FORM ONLY IF YOU WISH TO WITHDRAW/CANCEL AN ORDER).

TO THE ATTENTION OF KENZO CUSTOMER SERVICE E-SHOP, BY POST TO THE FOLLOWING ADDRESS 18 RUE VIVIENNE - 75002 PARIS, FRANCE OR BY EMAIL TO THE FOLLOWING ADDRESS: CUSTOMERSERVICE@KENZO.COM.

I/WE [\*] HEREBY NOTIFY[\*] YOU OF MY/OUR [\*] WITHDRAWAL/CANCELLATION OF THE ORDER RELATING TO THE SALE OF THE GOODS DESCRIBED BELOW:

- GOODS \_\_\_ [REFERENCE]: \_\_\_\_\_
- ORDERED ON [\*]/RECEIVED ON [\*]: \_\_\_\_\_
- NAME OF THE CONSUMER(S):
- ADDRESS OF THE CONSUMER(S):
- SIGNATURE OF THE CONSUMER(S) (ONLY IF THIS FORM IS NOTIFIED ON PAPER)
- DATE:

[\*] DELETE AS APPLICABLE.