

NNORMAL UK TERMS AND CONDITIONS

This website (www.nnormal.com/en_GB) is operated by Unify Brand Partnerships Limited (hereinafter “NNORMAL UK”, “we”, “our(s)”, “us”), a company with exclusive NNORMAL distribution within the UK and Northern Ireland and is incorporated under British law, with registered office at The Lake House, Lake View, Llantarnam, Cwmbran, NP44 3HP, registered in the Registry of Companies for England and Wales and with Company No. 06247235.

This website and the services related to it are available under the following Terms and Conditions (“T&Cs”) applicable to all sales of the products offered through it (hereinafter “Products”), and together with the offer, the price and the description of them through said website, and, where appropriate, the particular conditions of them included in this document, govern your legal relationship with NNORMAL UK, composing the entire agreement between both parties.

Please read the T&Cs carefully before placing orders on this website. We recommend that you keep a copy of these T&Cs for future reference. The acceptance of these T&Cs by you is an essential requirement in order to formalise any contractual relationship between you and NNORMAL UK. If you do not agree with these T&Cs, do not access or use this website in the future. For certain campaigns, offers or contests, additional terms and conditions will apply. If you wish to participate in such campaign, offer or contest, you must comply with the terms and conditions applicable to them. In case of contradiction between these terms and conditions and the T&Cs, the latter shall prevail.

In particular, we want you to pay attention to our policies related to the purchase conditions set out in these T&Cs and our Privacy Policy. If you are a minor, you must inform your parents or guardians about these T&Cs and the NNORMAL UK Privacy Policy. They must express acceptance of these prior to you using this website or the services on it. Only orders placed by persons of legal age are accepted.

NNORMAL UK reserves the right to rectify, modify and/or replace in whole or in part this website, the information and materials contained therein, as well as the T&Cs. Check these T&Cs periodically for possible changes or modifications.

Registration

In order to make purchases through our website you do not need to register. However, if you want to receive exclusive benefits and custom services, you can create a NNORMAL UK Account [here](#). Such benefits and services, explained [here](#) in detail, may be modified from time to time to update them with new offers and/or promotions for you.

By registering, we ask that you provide us with true, accurate, current and complete information in all respects. It is important for you to complete your profile in My Account. This will facilitate your online purchases as well as help us to adapt and direct our communications and offers to you. To edit your profile, go to My Account on NNORMAL UK.com, go to My Profile and make the changes you want.

You may also want to review our Privacy Policy. Occasionally, we may change the registration requirements, in which case you will be duly informed.

Right to purchase

With the formalisation of the purchase through our website, NNORMAL UK is obliged to make the purchased Products available to you, upon payment by you of the price indicated at the time of making the purchase. When making a purchase through this website, you will be asked for your personal data. Specifically, you will need to provide your real name, phone number, email address, delivery address, and other requested information. You will also be asked to provide payment details when ordering items, ensuring that the payment details you provide to us when ordering are valid and correct, and confirming that you are the person mentioned in the billing information you provide to us. By placing an order, you expressly authorise us to carry out a verification of your data and, when NNORMAL UK deems it necessary, to communicate or obtain information from third parties (including any updated information) about you, including but not limited to your credit card number, to validate it, obtain the initial authorisation of it and be able to authorise the purchase operation.

Personal data

To find out how we will process your personal data, visit our Privacy Policy.

Purchase terms

Stock

The products shown on this website are only a selection from the NNORMAL UK catalogue. This collection has been specially chosen for the NNORMAL UK online store.

The availability of our products is in real time. Please note that items in the NNORMAL UK basket are not reserved, and may be purchased by another customer. This means that it is possible that some selected products are not in stock when you go to make the purchase. If for any reason, once the purchase has been made there is no stock of the product purchased, we will inform you by email and offer you an alternative option, or refund the amount paid for the product together with, where appropriate, the shipping costs that you would have paid for it.

Our products change every season.

Making a Purchase

NNORMAL UK uses the following purchase procedure:

You must select and add to the NNORMAL UK basket the item(s) you want to purchase by clicking on the NNORMAL UK basket icon that appears on the website. The NNORMAL UK basket will include the reference number of the selected item(s), name, size and price (including VAT).

In the same basket, we will show you a list of the item(s) you have available to buy, and the total price (including VAT and shipping costs). This is where you will be able to access your account to process your order if you are already registered. If you are not, you can register or continue with the purchase without needing to register.

Once the item(s) have been selected, you will be able to enter your promo code if you have it. Please note that the offer code, its use, duration, possibility to accumulate other offers or not, and other characteristics of it will be subject to certain special conditions that will be indicated to you at the time the code is provided.

Then you must click on “Confirm Purchase”. You must complete the order form. In this order form you must indicate your personal data and payment information in order to process your order. Please note that all data must be completed correctly to avoid confusion and problems when shipping the purchased item(s).

The verification of such data will be your sole and exclusive responsibility. NNORMAL UK will not be responsible for the errors and inaccuracies of the order if it had sent the Products contained in the order confirmation.

Once you have reviewed your data and the order, you must read and accept the purchase conditions and the privacy policy, and finally click on “Confirm Purchase”.

Order Confirmation

Once you have made your choice and issued the order, you will receive an email from NNORMAL UK confirming that your order has been registered (order confirmation). This order confirmation will include, but is not limited to, information regarding the identification of the purchased item(s), the total price (including VAT and shipping costs) and delivery details.

If you make a mistake when placing your order, please contact our Customer Care team where we will be happy to assist you. However, always make sure to review your order before confirming your purchase. Before confirming, you have the option to edit the information you have entered, such as the shipping or invoice address or your credit card details; you can also change or delete items included in your NNORMAL UK Bag.

If an error occurs in the message, it can be a temporary communication problem with the network or an error when writing the email address provided. In both cases, please contact our Customer Services Team at hello@nnormal.co.uk. We reserve the right not to accept your order if, for example, it is not possible to obtain payment authorisation, if shipping restrictions apply to a particular item, or if the item is not in stock.

Pricing Policy

The prices shown on this website are in GBP and include all applicable taxes, with the exception of those that are expressly excluded. All prices and offers will correspond to those published on the website. The price of the products displayed on this website at the time of

order confirmation will be valid, except in the case of typographical errors. NNORMAL UK shall not be liable for any special fees, customs duties or additional delivery costs. The prices listed on the website cancel all those previously published and are valid at the time of publication. NNORMAL UK reserves the right to change its retail prices at any time, except for orders that have already been placed.

Payment Methods and Security

It is possible to place orders at any time, 24 hours a day, every day of the week.

As indicated on the payment page, NNORMAL UK will only accept payments made by credit or debit cards, electronic payment systems, or bank transfer according to the availability indicated on the payment page, according to the country to which the order is sent.

No other form of payment will be accepted, except for those mentioned above.

In the case of credit/debit card payment, you must confirm that the credit/debit card you are using is yours or that the cardholder has authorised you to use it. Credit/debit card holders are subject to validation and authorisation checks by their card issuer. If your card issuer declines to authorise payment to NNORMAL UK, we will not be responsible for any delay in delivery.

We will do our best to make this website safe. In order to ensure the security of payment transactions, NNORMAL UK uses a secure payment system. This means that all sensitive data (e.g. credit card number and expiration date) is encrypted and transmitted directly to a secure server, using Secure Socket Layer (SSL) technology.

Payments made through digital payment platforms, such as PAYPAL, will be directed to the appropriate page so that you can log in and pay through the secure services of those platforms. The use of these services may entail additional costs arising from the fees charged by these entities which must be paid by you. These costs will be indicated in each case, and always before proceeding to confirm the purchase.

If you select the Bank Transfer as the payment method, after the order is completed, the procedure to be followed will appear on the screen, as well as the account number to which the transfer must be made. Please note that your bank may charge you fees for sending such a transfer. If you choose this payment option, you will have 72 hours from the end of the order to make the bank transfer. During those 72 hours the product of your order will be reserved. If we do not receive confirmation of payment within this time, we will place the products back on sale and your order will be cancelled. The order will be sent on the first working day, from Monday to Friday, from the confirmation of payment.

We will maintain, to the extent that we are entitled to do so, your order and payment details in a secure manner; however, in the absence of negligence on our part, we cannot be held responsible for any losses you may suffer if a third party attempts to unauthorised access to the information you provide when accessing this website or when ordering from this website.

NNORMAL UK will not assume responsibility for delays in the delivery of the goods that arise from the lack of authorisation by the bank.

NNORMAL UK reserves the right to withhold any order for safety reasons. Affected customers will be notified. We also reserve the right to cancel the order when we are unable to verify the shipping and/or billing details, in case this happens we will notify you. We also reserve the right not to accept and/or cancel an order if we believe that the buyer wants to obtain the items for resale.

Purchase Limit

If you wish to purchase more than 10 pairs of shoes, please contact Customer Services at hello@nnormal.co.uk. Those persons and entities described in Section 1.a and 2.a of Article 14.4 of Directive 2006/112 will be considered as Customers or End Consumers.

NNORMAL UK does not permit the purchase of the Products offered through its website for further resale. Thus, the accreditation obtained with the acquisition of the product is personal and non-transferable.

Purchase Characteristics

You may purchase any of our products offered through the website, regardless of your nationality or place of residence, but please note that this website only ships to United Kingdom and Northern Ireland. We also ship to addresses located in the following territories: European Union, Norway, Switzerland, Andorra, USA and Canada. The items offered through this website are a selection of products from the NNORMAL UK collection and meet the same quality and warranty requirements as those sold in THE NORMAL COMPANY.

Each product contains the following information

- Model name
- Model image
- Sizes
- Materials
- Price in GBP

NNORMAL UK aims to show the colour of its products as close as possible to the actual colour. However, the colour of the products may be subject to variations depending on the monitor quality of your computer. For this reason, NNORMAL UK cannot guarantee that the colour displayed on the monitor is an exact reproduction of the original. In any case, upon receipt of the purchased product you can exercise your right of withdrawal, return it or exchange it for another, without any justification.

Special offers and discounts will be valid until the indicated date or until there are no more items in stock, whichever comes first.

Our products have a 3-year warranty for manufacturing defects, counting from the time in which the product is delivered. To make use of the warranty within the legal period of 3 years following the delivery of the product, it will be essential to present the proof of purchase. You can do this through the email address hello@nnormal.co.uk.

The warranty does not cover those cases in which the wear or defect is caused by a misuse of the product, or by deficiencies caused by negligence, blows, improper use or handling, or materials subjected to wear and tear due to normal use, as well as those cases in which some of the data of the warranty or proof of purchase and/or the product has been handled or repaired by third parties outside THE NORMAL COMPANY.

In those cases that justify the use of the warranty, it will be opted for the repair, replacement of the item, discount or return, in the legally established terms.

Deliveries and Insurance

NNORMAL UK secures each purchase during transit time until delivery at the specified shipping address. All orders handled by NNORMAL UK are delivered by reputable courier companies.

Orders will be processed once the order has been confirmed, the payment method validated or from the receipt of the payment in case of payment by bank transfer.

Delivery times will depend on the the form of shipment you choose.

The shipping costs will appear on the screen at the time of making the purchase together with the estimated delivery time, and may vary depending on the shipping address and the specific mode of each order that has been chosen.

You can find out more about prices, delivery methods and shipping times here.

Deliveries will be made to the address you have provided, but please note that we only ship to addresses located in the following territories:

United Kingdom,

Northern Ireland.

Channel islands. (Note we do not offer DPD Next Day Service to Channel Islands)

We do not deliver to P.O. Boxes.

No deliveries are made on Saturdays, Sundays or local, regional or national holidays.

In order to avoid problems with deliveries (incorrect addresses) the corresponding form must be completed correctly, especially the box with the contact telephone number.

From the moment you confirm your purchase, you can check the status of your order in the Your orders section. When your order has left the warehouse, we will send you an email indicating the tracking number of the package assigned by the courier company for the delivery of your item(s), so that you can check with them the status of the shipment. This allows you to see where your order is at all times.

We will notify you of any cause of force majeure that prevents or delays the delivery of the product, with the proposal of a new delivery date without any responsibility for NNORMAL UK. Anyone who prevents the delivery of the order for reasons unrelated to any of the parties, by way of example but not limited to, strikes, war, health or other alerts, flood or other natural catastrophe, lack or impossibility of supplying materials, must be understood as cases of force majeure.

NNORMAL UK will retain title to the items until payment is received.

Order Cancellation

You can cancel your order(s) at any time before it is shipped or before we have started preparing it if it is a custom product. In both case, you will receive the full refund. If your order has already been shipped (i.e. has already left the warehouse) you will have to wait until delivery to be able to cancel the order, although such cancellation will be subject to the terms and conditions established for withdrawals and returns (see section “Withdrawal, changes and returns”). If your order is a custom product and has already begun to be prepared, you will not be able to cancel, return or exchange it, except for manufacturing defects.

To cancel an order, go to the “Your Orders” section and enter the order number and the email address used. The system will automatically show you the order details and if the “Cancel” option appears, you must click on it to cancel the order. If this option does not appear, this means that your order has already left the warehouse or has begun to be prepared if it is a custom product and cannot be cancelled.

You can also contact our Customer Service to cancel your order by emailing hello@nnormal.co.uk.

Withdrawal

Changes and Returns Withdrawal You have the right to withdraw from this contract within a period of fourteen (14) calendar days without justification, except in the case that:

- It is a personalised or custom-made product, in which case you acknowledge and accept that due to the special characteristics of said products, you lose your right of withdrawal, return or exchange.

Consequences of Withdrawal:

In the event of withdrawal by you, we will refund all payments we have received from you for the purchase of the product, including the delivery costs (with the exception of the additional costs resulting from your choice of a delivery method other than the least expensive ordinary delivery method we offer) without any undue delay and, in any case, no later than 14 calendar days from the date on which you inform us of your decision to withdraw from this contract. We will proceed to make such refund using the same means of payment that you have used for the initial transaction. We will withhold reimbursement until we have received the goods, or until you have provided us with proof of return of the goods, whichever condition is first met.

You can choose between using Royal Mail Tracked Returns Service by using the Returns Portal [here](https://www.royalmail.com/track-my-return#/details/7440), (<https://www.royalmail.com/track-my-return#/details/7440>) in which case we will bear the costs of returning the goods, or to have the goods sent directly to the following address, in which case you must assume the direct cost of returning the goods, and the return of the goods must be made without any undue delay and, in any case, no later than 14 calendar days from the date on which you communicated your decision to withdraw from the contract.

The time limit shall be deemed to have elapsed if you return the property before the expiry of the time limit.

NNORMAL UK
c/o Unify Brand Partnerships Limited
Lake House
Lake View
Llantarnam
Cwmbran
NP44 3HP

You will only be responsible for the decrease in value of the goods resulting from a handling other than that necessary to establish the nature, characteristics and operation of the goods, these must be returned in their original packaging, or if it is not possible in another of similar characteristics and suitable for the transport of the product.

Exchanges and Returns

If when you receive your order you are not satisfied, you have a period of 30 days from the date of receipt to return the product for any reason or exchange said item for another, except in the case of a personalised or custom product, in which case you acknowledge and accept that due to the special characteristics of said products, its return or exchange is not allowed.

To return or exchange an order, you will need to verify that the following conditions are met.

- The product has not been used.

- The product must be returned in the same condition in which it was shipped and when possible in its original packaging. If the original packaging is not available, it should be replaced with one of similar size and capacity.
- The product must be returned to our offices (see address below) within 30 days of receipt of your order. When you send items for return or exchange, the products should preferably be presented in their original packaging, and will be sent by certified regular mail to the address indicated below (and also during the return process). You can make the shipment through the courier company of your choice or through the company that NNORMAL UK makes available to you for this, if you choose the second option you will only have to follow the steps explained in www.nnormal.com, but please note that this option is only available for collection of products in the country where the purchase was made.

Changes and returns can be made through our online store, you must return the items to:

NNORMAL UK
c/o Unify Brand Partnerships Limited
Lake House
Lake View
Llantarnam
Cwmbran
NP44 3HP

Refunds

To request a return of an item, please follow these steps:

- Enter the “Your Orders” section and enter the order number and the email address used.
- The system will show you the order details and the return option. Click on this option and indicate the item(s) you wish to return.

NNORMAL UK will refund the amount you have paid for the item(s). If you request the return within 14 calendar days, NNORMAL UK will refund the amounts paid, including the initial delivery costs (with the exception of the additional costs resulting from your choice of a mode of delivery other than the least expensive mode of ordinary delivery offered by us), without undue delay and, in any event, no later than 14 calendar days from the date on which we are informed of your decision to return the product.

We will proceed to carry out such refund using the same means of payment you used for the purchase, unless you have expressly instructed us otherwise; in any case, you will not incur any costs as a result of the refund. We may withhold the refund until we have received the Products, or until you provide us with proof of the return of the Products, whichever condition is met first.

In no event shall NNORMAL UK be obligated to reimburse you for shipping costs other than those incurred to the original delivery address.

You will only be liable for the diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the Products purchased.

Since NNORMAL UK has a longer return period (30 days), if you wish to return an item after the 14 calendar days following the day on which you received the items, but prior to the expiration of the 30-day period, NNORMAL UK has the right to deduct the initial delivery costs.

The direct costs of returning the item(s) must always be borne by the customer, except in the event of a manufacturing or quality defect, where NNORMAL UK will be responsible for the costs of returning the item(s). If the item is returned as a result of a manufacturing or quality defect for which NNORMAL UK is responsible, we will refund the full amount within 10 business days. The payment will be made automatically to the credit card or bank account indicated by the customer, depending on the payment method that the latter has used.

In no case will shipments with freight collect will be accepted.

Exchanges

To request a change in size or model, please follow these steps:

- Enter the “My Orders” section and enter the order number and the email address used.
- The system will show you the order details and the exchange option. Click on this option and indicate the item(s) you want to exchange, and select the reason why you want to make the change.

In the case of exchanges, Nnormal UK will bear the cost of 1 Exchange. Please contact Customer Services at hello@nnormal.co.uk to make the arrangements. In no case will shipments with freight collect be accepted.

When we have received the item(s), we will send you the new size or item(s), using the same service that was used for the original purchase.

Aftersales Support

Our Customer Service department has an aftersales service to help resolve any issues related to our items or deliveries, offering customers a quick and efficient response.

Contact

For inquiries, questions, complaints or suggestions about your order or purchase online, please send an email to: hello@nnormal.co.uk.

Intellectual Property Rights

All intellectual property rights (including copyright, patents, trademarks, trade names, database and design rights) and all information and material (including all logos, graphics and software) provided through this website are the property of THE NORMAL COMPANY or its affiliates, or are used with the consent of the relevant rights holders, and are explicitly reserved.

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Contents

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Non-commercial use

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Your Activity

You agree that you will be personally responsible for your use of this website and for all your communication and activity on this website. If we find that you are or have been related to illegal activities, without respecting other users, or that the T&Cs have been breached, you will be denied access to this website temporarily or permanently.

Limitation of Liability

In no event will NNORMAL UK be liable for direct or indirect losses, damages or expenses, regardless of the manner in which they occurred, that may arise due to and/or caused by the use of this website and/or the information or materials it contains, or as a result of inaccessibility to this website. The above clause does not exclude or limit the liability of THE NORMAL COMPANY in those cases in which by law the liability cannot be excluded or limited.

Indemnification

At our request, you agree to fully indemnify us, defend us and hold us harmless when required, as well as our staff, directors, agents, affiliates, licensees and suppliers against all liabilities, claims, expenses, damages and losses, including court fees that arise in the event that you violate these T&Cs in any way, including in the event that another person accesses this website using your account as a result of their action or inaction.

Partnerships

You acknowledge that there is no joint participation, partnership, employment relationship or delegation between you and THE NORMAL COMPANY as a result of these T&Cs or the use of this website. You agree not to present yourself as a representative, proxy or employee of NNORMAL UK, not making us responsible for representations, acts or omissions on your part.

No Waiver

If you breach the T&Cs and we do not take legal action against you, we may in any case use our rights and remedies in any other situation where you breach the T&Cs.

Modification of the Terms

THE NORMAL COMPANY reserves the right to modify this agreement, when it deems it appropriate or in order to adapt said texts to legislative or technological changes or their contractual relationship with third parties. You will be conveniently informed of such

modifications. These changes will not affect orders already placed at the time of the change or in process. Partial Nullity If any part of these conditions of employment is unlawful and therefore invalid, this shall not affect the other provisions in accordance with the law. The parties undertake to renegotiate those parts of the contracting conditions that are null and void and to incorporate them into the rest of the contracting conditions. Applicable Law and Dispute Resolution These T&Cs shall be governed by and construed in accordance with Spanish law. The Parties agree to settle any discrepancy or conflict out of court and only in the event that it is not possible the parties will submit to the Courts and Tribunals that correspond by law. In the event that the User is considered a consumer and user, the Courts and Tribunals corresponding to the User's address will be competent to hear any discrepancy.

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Likewise, in compliance with the provisions of the Alternative Litigation Resolution Law, we inform consumers that, as an affiliated entity and under the terms of the Code of Ethics, users can turn to Confianza Online for the alternative resolution of any disputes (<https://www.confianzaonline.es/como-reclamar/formulario-de-reclamaciones/>). If these refer to electronic transactions with consumers, or on data protection when they are related to this area, the complaints will be resolved by the Online Trust Mediation Committee, accredited for the alternative resolution of consumer disputes. If the complaints concern digital advertising or data protection related to this area, they will be submitted to the SELF-CONTROL Advertising Jury. We also remind you that you can access the European Union's online dispute resolution platform by following this link: <https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>. ©NNORMAL UK