

GENERAL TERMS OF SALE AND USE

Alpine A390 Premiere – April 2025

The ALPINECARS.fr website (hereinafter the **"Website"**) operated by RENAULT sas, whose registered office is located at 122-122 bis avenue du Général Leclerc - 92100 Boulogne-Billancourt, registered with the Nanterre Trade Register under number 780 129 987 (hereinafter referred to as **"ALPINE"**), offers the possibility to its users (hereinafter the **"Users"**) to subscribe to the Alpine A390 Premiere service defined below under the conditions and in accordance with the terms and conditions defined in these General Terms of Sale and Use (hereinafter **"GTSU"** or **"T&Cs"**), which constitute the contract between ALPINE and the User.

THE USER IS REQUIRED TO READ THESE TERMS CAREFULLY BEFORE ACCEPTING THEM AND PURCHASING THE ALPINE 390 PREMIERE.

Definitions:

"Trademarks" refers to all the trademarks registered by ALPINE or its subsidiaries and of which it is the owner, in particular, and without this list being exhaustive, the trademarks reproducing the names RENAULT, DACIA, ALPINE and MOBILIZE.

"My Alpine Account" refers to the user space (web or via an application) published and provided by ALPINE, allowing the User to identify themselves during their purchase of the Alpine A390 Premiere and to consult the related invoice accessible from the "My documents" section. The My Alpine solution also includes the Content, software, programs, tools (programming, navigation, etc.), databases, operating systems, documentation and all other elements and services that make it up.

"Content" means, but is not limited to, the structure of the Site, editorial content, articles, texts, drawings, illustrations, images, photographs, graphic charters, trademarks, logos, acronyms, company names, visual, audiovisual, multimedia, visual, audio, audio and sound content, as well as any other content and/or element present on the Site.

"ALPINE Seller" refers to the seller of the Vehicle as selected by the User when purchasing the Alpine A390 Premiere.

"User" refers to the inseparable set of services offered in the "Alpine A390 Premiere" package associated with an eligible Vehicle, offered and carried out by ALPINE or by the ALPINE Seller in the Territory, which can be ordered on the Site by a User after his identification via his My Alpine account. The services are detailed in Article 1 "Purpose and Content of the Service" and on the Site.

"Territory" means the country associated with the My Alpine account from which the Alpine A390 Premiere is purchased by the User.

"User" refers to an individual, a natural person of legal age residing in the Territory, i.e. having declared his tax residence in the Territory and who has a My Alpine account for his own use, for strictly personal and non-commercial, non-profit, direct or indirect purposes.

"Vehicle" means the Alpine 390 vehicle in the process of being homologated and soon to be marketed for which the purchase of the Alpine 390 Premiere is proposed. An Alpine A390 Premiere relates to a model and one or more versions and/or engine(s) of Vehicle as indicated on the Site; it being understood that the User may, when ordering his Vehicle in priority, configure it according to the configurations available on the date of opening of the orders and included in the Alpine A390 Premiere.

1. Purpose and Content of the Alpine A390 Premiere Service

1.1 The Alpine A390 Premiere is designed for the following main Alpine A390 Premiere services:

- Priority ordering gives access to priority ordering of the Vehicle and the available configurations associated with the Vehicle before the opening of public orders orders (**"Priority Period"**). The length and details of the Priority Period shall be determined by RENAULT in its sole discretion and will be communicated to you by e-mail. During the Priority Period, you will be able to order the Vehicle from the ALPINE Seller (set out at section 2.3 of these T&Cs);
- Priority production (for the same configuration) of the Vehicle ordered by the User;
- Access by the User to the delivery of the Vehicle ordered, among the first depending on the configuration chosen by the User and the delivery times of the Vehicle to the ALPINE Seller;
- Supply, of an exclusive version of Devialet wireless headphones (Devialet Gemini 2 model) with a case co-branded Alpine x Devialet (hereinafter the **"Product"**), it being specified that the delivery of the Product will be made from July 2025 and on a date that will be confirmed by email to the User after his order of the Alpine A390 Premiere;
- Early access by the User to non-confidential informational content.

1.2 Alpine A390 Premiere services in addition to the main services indicated above may be offered by ALPINE and/or the ALPINE Seller, at their discretion, in the context of the Alpine A390 Premiere, depending on the Vehicle, which are detailed on the Site on the pages relating to the Alpine A390 Premiere specific to the Vehicle. Examples of these may include:

- be contacted as a priority by, or contact as a priority with, the ALPINE Seller for a test drive of the Vehicle as soon as the Vehicle is made available to the said ALPINE Seller and the commercial launch to the general public;
- attend private or non-private events (e.g. webinars on the Vehicle presented by ALPINE speakers, invitations to sporting events, site visits).

1.3 The contract between the User and ALPINE does not constitute a contract for the sale, purchase or financing of a Vehicle or any other form of preliminary contract concerning the sale, purchase or subsequent financing of a Vehicle. It does not constitute a commitment or obligation to sell or buy a Vehicle after its commercial launch. It does not constitute a guarantee or a commitment on the delivery date of a Vehicle in the event that the latter is ordered by the Customer after its commercial launch.

2.1 Terms and conditions of purchase of the Alpine A390 Premiere

2.1 Each User may purchase only one Alpine A390 Premiere per Vehicle, exclusively from their My Alpine Account, from a compatible smartphone or a computer or tablet with internet access, for personal and non-commercial or professional purposes.

2.1.2 The purchase of the Alpine A390 Premiere by the User is only possible before the opening of orders for the Vehicle to the general public: it can take place from the day of launch of the Alpine A390 Premiere on the Site and until the date specified on the Site, prior to the date of opening of orders for the designated Vehicle to the general public.

2.1.3 The Alpine A390 Premiere validated in the name of the User will not be able to benefit a third party. It is nominative. The assignment or transfer by the User to a third party, free of charge or for a fee, of all or part of the Alpine A390 Premiere is not permitted. By way of exception, the User may order the Vehicle from the ALPINE Seller for the benefit of a third party of his choice or allow a third party of his choice to benefit from the ALPINE Seller of the right of priority order (then delivery) as described in Article §1.1 above subject to presentation, at the time of ordering the Vehicle, an express authorisation from the User mentioning the number of the Alpine A390 Premiere and the name of the chosen beneficiary.

2.1.4 The User shall inform ALPINE if they become aware of an act of piracy and/or illegal or non-contractual use of his or her Service.

2.2 Account / User Profile:

2.2.1 To access and purchase the Alpine A390 Premiere you will need to sign up for a My Alpine Account and identify and/or authenticate yourself with a unique identifier and password through the ID Connect Service in accordance with the [General Terms of Use](#) of ID Connect.

2.2.2 Once your My Alpine Account registration is complete, you will be sent an email with a validation link, to validate your account.

2.2.3 To access the Alpine A390 Premiere, you will need to login using your e-mail address and password (which you would have set during the ordering procedure set out in section 4 of these T&Cs) which are strictly personal and confidential.

2.2.4 You undertake to keep your e-mail and password confidential and not to disclose them in any form whatsoever to any person whatsoever. For the avoidance of doubt, subject to the exceptions set out in these T&Cs, sharing your access to the Alpine A390 Premiere with anyone other than the registered holder is strictly prohibited. Any breach of this requirement will result in access to your Alpine A390 Premiere being revoked without a refund and/or compensation. Any disclosure to a third party is your sole responsibility.

2.3 **Service ordering process:** The User must follow a series of steps to conclude the contract electronically and validate their order for the Alpine A390 Premiere.

2.3.1 After logging in to your My Alpine Account, a description of the benefits associated with the Alpine A390 Premiere shall be shown.

2.3.2 You will then need to select your preferred ALPINE Seller. This selection is necessary in order for you to be able to contact, or be contacted by, the ALPINE Seller at the opening of the Priority Period or about the Vehicle in general.

2.3.3 You must then confirm and complete your contact details and your place of residence. This information is necessary for the invoicing of the order.

2.3.4 You will then be asked to input your payment details. Payments shall be processed in accordance with the Payment Terms as set out at section four (4) of these T&Cs

2.3.5 The sale of the Alpine A390 Premiere will only be considered final after ALPINE has sent you a confirmation of the order of the Alpine A390 Premiere by email to the email address indicated on your My Alpine Account (**"Confirmation Email"**), at which point the contract between you and ALPINE will come into effect.

2.3.6 You can contact us within 14 days of receiving the Confirmation Email (**"Cancellation Period"**) to cancel your contract for the Alpine A390 Premiere and receive a refund. To exercise your right to cancel, complete and submit the cancellation form (at the end of these T&Cs) to [email]. If you decide to exercise this right, you will be reimbursed the amount debited for the purchase of your Alpine A390 Premiere to the same account used for the purchase. Refunds will be processed within a maximum period of fourteen (14) days from the date of receipt of your request. ALPINE acknowledges receipt of the request for withdrawal made by you. In the event of exercising this right, you will be reimbursed the amount debited for the purchase of his/her Alpine A390 Premiere from the same account as that used for the purchase, within a maximum period of fourteen (14) days from the date of receipt by ALPINE of the withdrawal request made by you.

2.3.7 If you contact us during the Cancellation Period to cancel your Alpine A390 Premiere, your Vehicle order, and any other Services will be cancelled.

3 Prices and payment terms

3.1 The amount, inclusive of all taxes, invoiced for the purchase of the Alpine A390 Premiere specific to a Vehicle is indicated on the Site and recalled prior to the validation by the User of his order of the Alpine A390 Premiere. The User undertakes to pay this amount on the day of the order for the Alpine A390 Premiere in accordance with the terms and conditions indicated below.

3.2 All payment transactions carried out on the Website and relating to the Alpine A390 Premiere are carried out securely and remotely directly and exclusively with STRIPE Inc., of 354 Oyster Point Boulevard, South San Francisco, California, USA ("STRIPE") on the STRIPE online payment platform, an authorised payment service provider and partner of ALPINE.

3.3 To be able to proceed with the payment of the order for the Alpine A390 Premiere, the User must enter their credit card number, expiry date and CCV on the payment site of the payment service provider STRIPE, after having accepted its General Terms and Conditions of Use accessible via the following link: <https://stripe.com/qb/legal/ssa>.

3.4 ALPINE assumes no liability for payments made via the payment provider STRIPE. Any dispute, claim, dispute relating to the credit and/or debit of his order and in general any malfunction relating to the payment process must be addressed by the User directly to STRIPE.

3.5 Once the order for the Alpine A390 Premiere has been validated by the User and the legal withdrawal period has expired, the amount paid for the Alpine A390 Premiere may not give rise to any total or partial refund by ALPINE for the benefit of the User. The amount paid by the User for the Alpine A390 Premiere may not be deducted from the purchase price of the Vehicle or from the price of any other service related or not to the Vehicle (accessories, service contracts, etc.).

4 Availability of the purchase of the Alpine A390 Premiere on the Website

ALPINE undertakes to make every effort to ensure and secure access to and use of the Site allowing subscribers to subscribe to the Alpine A390 Premiere. This is an obligation of means, taken into account technical hazards.

The Website allowing you to subscribe to the Alpine A390 Premiere may be interrupted, suspended or modified. Access to the Website may be interrupted or suspended in the event of force majeure, the occurrence of an event beyond ALPINE's control, any breakdowns and maintenance interventions necessary for its proper functioning or improvement, or in the event of a malfunction of the electronic communication network.

5 Liability

5.1 Nothing in these T&C's excludes ALPINE's liability for:

5.1.1 death or personal injury caused by ALPINE's negligence; or

5.1.2 fraud or fraudulent misrepresentation

5.2 To the extent permitted by applicable laws and regulations, In any event, ALPINE shall be not be liable:

- in the event of non-compliance by you with these T&Cs;
- in the event that it is impossible to provide any element of the Alpine A390 Premiere content due to an involuntary cause, attributable to the User or a third party or resulting from a malicious act;
- in the event of legislative or regulatory changes affecting the services;
- in the event of non-compliance with the terms and conditions of use specific to the services, applications and/or sites of ALPINE's partners published by these partners or third parties, any non-performance or partial performance of the obligations by ALPINE's partners and/or third-party publishers;
- in the event of a delay in delivery due to a hazard in the production and/or delivery of the Vehicle outside the control of ALPINE.

6 Licence

6.1 ALPINE grants you a personal, non commercial, non-exclusive, non-transferable license, to receive and use the R-Pass and it's Associated Services.

6.2 You are not authorised to copy, adapt, digitize, reproduce, translate, transcribe, compile, decompile, assemble, disassemble, distribute, circulate, sub-license, sell, rent, modify, publish, assign or create derivative works on the basis of all or part of the Alpine A390 Premiere.

6.3 You acknowledge that you cannot circumvent, withdraw, override or modify the Alpine A390 Premiere security measures and that you cannot under any circumstances delete the copyright notices for the Alpine A390 Premiere.

6.4 You undertake to:

6.4.1 to inform ALPINE if you become aware of an act of piracy and/or an illegal or non-contractual use of the Alpine A390 Premiere;

6.4.2 not to use any software or processes designed to copy the Alpine A390 Premiere;

6.4.3 not to remove any element of identification of copyrights, trademarks or any other indication of reserved rights of the Alpine A390 Premiere;

6.4.4 not to assign or transfer the Alpine A390 Premiere to a third party, except for in the circumstances below;

- You may order the Vehicle from your ALPINE Seller for the benefit of a third party of your choice, subject to providing proof of subscription to the Alpine A390 Premiere.
- You may allow a third party to benefit from your right to order (and then deliver) during the Priority Period by providing your express written authorisation. Such authorization must detail your Alpine A390 Premiere number and must be presented by the third party to your ALPINE Seller.

6.4.5 to pay all sums due to ALPINE related to the Alpine A390 Premiere.

7 Personal data

In the context of the use of the Service, your personal data is collected and processed by RENAULT and STRIPE which have different roles during the payment process.

Renault is the data controller during the registration and handling of the R pass process. Renault is supported by STRIPE, who acts as a data processor that processes payment transactions on behalf of and under the direction of Renault. Renault instructs STRIPE to accept payments from cardholders/end customers. STRIPE is considered a processor when it is charged with payment processing (i.e., STRIPE receives instructions on who to pay, how much and when to pay).

STRIPE is a data controller when it determines the purposes and means of processing. These data processing activities include (1) providing the STRIPE products and services, (2) monitoring, preventing and detecting fraudulent payment transactions and other fraudulent activity on the STRIPE platform; (3) Comply with legal or regulatory obligations for the financial sector to which STRIPE is subject and (4) analyze, develop and improve STRIPE's products and services. STRIPE may collect personal information, including through cookies and similar technologies. The personal information collected by STRIPE may include transaction data and identification information about devices that connect to its services. STRIPE uses this information to operate and improve the services it provides, including for fraud detection, loss prevention, authentication, and analysis related to the performance of its services. For more information about STRIPE and the privacy policy, see <https://stripe.com/en-gb/privacy>. STRIPE acts as a data controller.

To find out more about the processing of your personal data by RENAULT during the R-Pass purchasing process, please see our privacy policy: <https://www.alpine-cars.co.uk/data-privacy.html>.

8 Intellectual property

All or part of the Site and the Alpine A390 Premiere, and/or associated services, is protected by intellectual property rights and is the property of ALPINE or third parties that have authorized ALPINE to use them. Any reproduction, representation, use, adaptation or modification, by any process whatsoever and on any medium whatsoever, of all or part of the Service, without having obtained the prior authorization of ALPINE, is strictly prohibited and constitutes an infringement.

In general, the User does not acquire any property rights of any kind whatsoever over the know-how, company names, trade names, trademarks, copyrights, logos, patents and any other intellectual property rights related to ALPINE.

9 Updating of the T&Cs

The applicable GTSU are those in force on the date of the order by the User of the Alpine A390 Premiere.

ALPINE reserves the right to modify and update these T&Cs without notice, at any time.

Where applicable, the User will be required to modify and update the Alpine 390 Premiere for any purchase of Alpine 390 Premiere after their publication on the Site, and it is the User's responsibility to consult the T&Cs in force at the time of purchase of an Alpine A390 Premiere Service.

10 General

9.1 Non-waiver: The failure or delay to exercise or enforce any right or remedy under these terms shall not be deemed to be a waiver of that or any other right or remedy nor operate to bar the exercise or enforcement of any right or remedy at any time or times thereafter. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy. A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default.

9.2 Invalidity of a clause: If one or more provisions of these T&Cs are declared invalid, void or unwritten by virtue of the applicable regulations, modifications or following a final decision of a competent court, the other provisions remain in full force.

9.3 Force Majeure: Any event having the characteristics of force majeure, and resulting in a malfunction of the Service cannot engage the liability of ALPINE. In addition to those usually retained by applicable national case law, the following are expressly considered to be cases of force majeure, governmental and legal restrictions and modifications, computer breakdowns and telecommunications blockages, as well as server failures, Internet network failures or computer malfunctions ("bugs", viruses, malware, intrusions).

9.4 Environment: Pursuant to Article L.541-10-13 of the Environmental Code, the Manufacturer ALPINE SAS is a member of the CITEO eco-organisation allowing it to declare and pay an eco-contribution on its graphic paper and has a unique identifier number FR009458_03MXBA.

11 Applicable law

11.1 These Terms and Conditions and any dispute shall be governed by and construed in accordance with the laws of England and Wales and subject to the jurisdiction of the Courts of England and Wales

11.2 If any dispute arises in connection with these Terms and Conditions, the parties may enter into mediation in good faith to settle such dispute.

11.3 Nothing in these Terms and Conditions shall prejudice the right of either party to apply to the courts of England and Wales in respect of any matters arising out of these Terms and Conditions.

11.4 STRIPE act on their own behalf. As such, they assume sole responsibility for any commitments made to customers and their fulfilment.

ANNEX 1

WITHDRAWAL FORM:

Model withdrawal form to be completed only if you wish to withdraw from the contract:

To the attention of RENAULT sas. - Customer Relations Department, ALPINE Brand, 122-122 bis avenue du Général Leclerc, 92109 Boulogne-Billancourt Cedex, France.

I/we (*) hereby notify you of my/our (*) withdrawal from the contract for the sale of the goods (*)/for the provision of services (*) below:

Ordered on (*)/received on (*):

Order number of the Alpine A390 Premiere:

Name of consumer(s):

Consumer(s) address:

Signature of the consumer(s) (only in case of notification of this form on paper):

Date:

(*) Delete the unnecessary mention.