



GENERAL TERMS AND CONDITIONS OF THE SERVICE

(Valid from 1st September 2024)

TraWell Co S.p.A. (VAT n°: 02389980125) whose headquarters is Via Olona n° 183/G, 21013 Gallarate (VA)
(hereinafter referred as 'TraWell' or the 'Company')

A) GENERAL TERMS AND CONDITIONS OF THE SERVICE

1. DEFINITIONS

The list below details and gives the meaning of the words and expressions used in these General Terms and Conditions of Service:

Sostravel App: sostravel mobile application for iOS and Android systems, for mobile devices that Customers have to download in order to use the Service.

Fine or Fine from TraWell: lump sum paid by TraWell in case of a damaging event

Luggage: any item that benefits from the services offered by TraWell, excluding its contents.

Online shop: e-commerce page available on the Website where the Customer can purchase the Lost Luggage Concierge service sold by TraWell, as an official sostravel reseller.

Platinum Card: scratch card that contains the valid code to activate the Active Tracking service on the Sostravel App for the second flight.

Customer: airline passenger who has purchased the services offered by TraWell.

Safe Bag Code: unique 14-character alphanumeric code associated with each Baggage item, managed by TraWell and integrated with the SITA World Tracer system.

Lost Luggage Concierge – Sostravel App: applications for mobile devices that can be used by Premium Customers to access the Active Tracking service.

Sostravel general terms and conditions: the general terms and conditions adopted by sostravel for the provision of the Service available on the sostravel website www.sostravel.com.

Compensation or Compensation from TraWell: lump sum paid by TraWell in case of delay or loss of the luggage

Damage to Luggage: rupture of the external parts of the Luggage (including locks, zips, wheels and handles) which could cause the Luggage to become unusable. The following items are excluded from this category: scratches, small snags, any damage to the internal parts of the Baggage, as well as any damage to its contents.

Also excluded is damage to objects without a container but wrapped with protective film (e.g. pushchairs and sports equipment).

Damageable Events: indicates Damage to Baggage.

Compensation Form: form to be filled

Airline Compensation: amount of compensation granted to the Customer by the Airline, in the event that a Damaging Event could be attributed to the Company itself.

MTV: Tourism and Travel Mediation - Consumer Mediation Service. Free mediation service

Non-delivery of Luggage: the Luggage is not delivered at the destination airport.

Loss of Luggage: indicates the impossibility of finding the Baggage within 21 (twenty-one) days following the Non-delivery of the same.

Points of sale: TraWell points of sale located in the airports listed on the website.

Claiming Compensation: see Article 8 et seq.

Online Booking: page of the website where it is possible to book the services offered by TraWell and then purchase them at TraWell points of sale.

Safe Bag: a registered trademark belonging to the TraWell Co S.p.A. Group offering luggage protection services.

Customer Service: the TraWell team is available to each customer to provide information and assistance regarding the services offered by TraWell. The customer support service is provided by Sostravel.com S.p.A., a company linked to the TraWell group, on behalf of TraWell. The website <https://www.safe-bag.com> (<https://www.safe-bag.com/>) contains the contact details and methods for contacting Customer Services.

Service: the lost luggage concierge service sold by TraWell on the Online Shop, as an official sostravel retailer, and then provided by sostravel in accordance with the sostravel Terms and Conditions.

Safe Bag Website: the website that Premium Customers can use to register their Safe Bag Code and send their claim for Compensation to: www.safe-bag.com

Website: shop.trawellco.com. (<http://www.shop.trawellco.com/>).

Active Tracking: active tracking of the Luggage (Tracking) allows the Customer to obtain immediate information from the first day the Luggage has not been delivered, regarding its exact location and its movements. Customer Services directly queries the SITA World Tracer portal, a system used by baggage handlers worldwide, in order to obtain accurate information to be communicated to the Customer.

User: the person who books the services using the online booking page.

2. CONCLUSION OF THE CONTRACT

Any request for a service implies unconditional acceptance of these general terms and conditions. These general terms and conditions of service are expressly approved and accepted by the Client, who declares and acknowledges having full knowledge of them, and therefore renounces the right to invoke any contradictory document and, in particular, their own general terms and conditions of purchase, which will be unenforceable against the Service Provider, even if they have been made aware of them.

3. FEATURES OF THE BASIC SERVICE

3.1. The Basic service includes:

- Luggage wrapping with protective film to prevent any damage during the flight;
- The possibility of easily recognising and identifying the Luggage thanks to the red protective film and the TraWell code applied to the luggage;

3.2. TraWell ensures that your luggage is wrapped with an ultra-resistant protective film that provides effective protection and acts as a preventative measure against breakages, damage, scratches, rain, dirt, accidental opening and partial or total theft. The film used to wrap the luggage is created to ensure optimal protection and, at the same time, to guarantee respect of the environment (the film is 100% recyclable). The film is bright red to make it easier to identify the luggage at the airport; in addition, the film is very easy to remove after use, thanks to its reduced thickness.

3.3. TraWell guarantees (within the limits established in the following articles) that the protective film will prevent Damage to the Luggage. Therefore, TraWell is liable to Customers, according to the terms and limits established in article 8, for any Damage to

the Luggage, communicated to the Company according to the procedures provided in the Instructions in the event of Damaging Events.

4. FEATURES OF THE PREMIUM SERVICE

- 4.1.** This service is the same as the Basic service in terms of packaging and warranty (articles 3.2 and 3.3) and to which the following services should be added:
- The Active Tracking service guarantees that your luggage will be found. The Customer has to activate the service before the plane takes off, by entering the Safe Bag Code (i.e. the code indicated on the sticker applied to the protective film of the Luggage) and the Luggage Tag, issued by the Airline, on the Sostravel Mobile App or on the Safe Bag Website in the refunds section, also indicating their name and contact details. Customer registration before departure is essential in order to benefit of the functions of the Mobile Application and the Website, expressly designed to support the travel experience of the passenger and their Luggage.
- 4.2.** The Active Tracking service allows Customer Service to be a central part of the assistance process in the event of non-delivery luggage. This service is made possible thanks to Customer Service direct access to the information relating to luggage movements using the SITA World Tracer portal and the collaboration of the baggage handlers at the various airports. Customer Services directly queries the system and provides the Customer with the Luggage information. The collection of information is based on the entry in the portal of the Safe Bag Code or the Baggage Tag issued by the Airline that the Customer has registered on the Mobile Application or on the Website.
- 4.3.** The collection of information is based on TraWell's access to the SITA World Tracer Unique Identification Service (UIS). This service allows the operators of the SITA-affiliated Lost Property Offices at the various airports to enter the Safe Bag Code in the appropriate field of the database for the description of the recovered Baggage (OHD - On Hand Database). Entering the Safe Bag Code in the OHD (On Hand Database) generates an immediate message to the Company, which can then cross-check the data and contact the Customer to offer the support necessary to recover the identified Luggage.
- 4.4.** TraWell undertakes and guarantees that it will ensure the Baggage is found within 2 (two) days from the date of filling in the Property Irregularity Report (PIR) Form at the Lost Property Office of the destination airport, due to the non-delivery of the Baggage. In any case, the Active Tracking Service will end 21 (twenty-one) days after the date of non-delivery of the Baggage. The Customer Service Department will, of course, provide the Customer with the assistance needed to facilitate the tracing of any luggage not delivered by the Airline, but it is not responsible for the location processes carried out by the Airlines or by the airport handling companies and, finally, it is not involved in the internal search procedures coordinated by these organisations. The Customer Service for Premium Customers is available 24/7 on the following telephone numbers: Italy: +39 0691511041; France: +33 170615702; Portugal: +351 300505951; Switzerland: +41 435507016; Canada: +1 514 3126536 or by email to: customer.care@safe-bag.com.

5. SERVICE FEATURES – PLATINUM PACKAGE

5.1. The Platinum service includes, in addition to the guarantees and services of the Premium service (article 4):

For the return flight

- Luggage wrapping with protective film, to ensure that it does not suffer any damage during the flight and during the wrapping process; this is also a process to prevent theft of the items inside the Luggage;
- The possibility of easily recognising and identifying the Baggage thanks to the red protective film and the TraWell code, placed on the Luggage;
- The Active Tracking service in case of Loss of the Luggage by the Airline, according to the limits and procedures specified below.

For the second flight (i.e. the return flight or a flight subsequent to the departure flight)

- The Active Assistance service in case of Loss of Luggage by the Airline, according to the limits and procedures specified below.

5.2. TraWell ensures that your Luggage is wrapped with an ultra-resistant protective film that provides effective protection and acts as a preventative measure against breakages, damage, scratches, rain, dirt, accidental opening and partial or total theft. The film used for wrapping is created to ensure optimal protection of the luggage and, at the same time, to guarantee respect of the environment (the film is 100% recyclable). The film used is bright red to make it easier to identify the Baggage at the airport; moreover, the film is very easy to remove after use, thanks to its reduced thickness. This service is only available for the departure flight at TraWell points of sale.

5.3. TraWell guarantees (subject to the limitations set out in Article 8) that the protective film will prevent Damage to the Luggage. TraWell is responsible to the Customer (subject to the limits set out in Article 8 et seq.) for any Damage to the Luggage that may have occurred during the departure flight and that has been notified to the Company in accordance with the procedures set out in the Instructions in the event of Damaging Events

5.4. Luggage recovery is guaranteed by the Active Tracking service for the outbound flight and for the second flight. The Customer has to activate the service before the departure of the departure flight, by registering the Safe Bag Code (i.e. the code mentioned on the sticker applied to the protective film of the Luggage) on the Safe Bag website in the refund area. For the second flight, the Active Tracking service is activated by entering the code indicated on the Platinum Card and activating the second flight associated with it on the Sostravel App, also providing name and contact details. Customer registration before departure is essential in order to benefit from the functions of the Mobile Application and the Website, expressly designed to accompany the travel experience of the passenger and his or her Luggage.

5.5. The Active Tracking service allows Customer Service to be central to the assistance process in the event of Luggage Non-delivery. This service is provided thanks to Customer Service's direct access to information relating to Luggage movements using the SITA World Tracer portal and the collaboration with the baggage handlers at the various airports. Customer Services directly queries the system and provides the Customer with the Baggage information. The collection of information is based on the entry in the portal of the SafeBag Code or Baggage Tag issued by the Airline that the Customer has registered on the Mobile App or on the Website.

- 5.6.** The collection of information on the basis of the Safe Bag Code is possible because TraWell can benefit from the SITA World Tracer Unique Identification Service (UIS). This service allows the operators of the Lost and Found offices, affiliated with SITA, at the various airports, to enter the Safe Bag Code in the appropriate field of the database intended for the description of the recovered Baggage (OHD - On Hand Database). Entering the Safe Bag Code in the OHD (On Hand Database) immediately generates a message sent to the Company, which can then cross-check the data and contact the Customer to offer the assistance necessary to recover the identified Baggage.
- 5.7.** TraWell undertakes and guarantees that it will ensure the Baggage is found within 1 (one) day from the date of filling in the Property Irregularity Report (PIR) Form at the Lost and Found Office of the destination airport, due to the non-delivery of the Baggage. In any case, the Active Tracking Service will end 21 (twenty-one) days after the date of non-delivery of the Baggage. Of course, the Customer Service offers the Customer the necessary assistance to facilitate the search for Baggage not delivered by the Airline, but it is not responsible for the localisation processes carried out by the Airlines or by the airport handling companies and, finally, it is not involved in the internal search procedures coordinated by these organisations. Customer Service is available 24 hours a day, 7 days a week, at the following telephone numbers: Italy: +39 0691511041; France: +33 170615702; Portugal: +351 300505951; Switzerland: +41435507016; Canada: +1 5143126536 or by email to: customer.care@safe-bag.com (<mailto:customer.care@safe-bag.com>)

6. ONLINE BOOKING OF SERVICES TO BE PURCHASED AT TRAWELL POINTS OF SALE

6.1 RESERVATIONS

- 6.1.1.** On the website's online booking page, the user can book the services offered by TraWell online and then purchase them at the points of sale as provided below. If the services are booked online, the user will be entitled to a discount on the price of the booked service according to the percentage indicated on the online booking page.
- 6.1.2.** On the online booking page, the User can choose:
- the airport of interest from those available on the page;
 - the date on which the User intends to go to the shop to purchase the services;
 - the services available in the selected airport that the User wants to book.
- 6.1.3.** The User must then indicate the airport terminal and the time of arrival at the Store and confirm the reservation. At the end of the reservation process, the User will receive an e-mail (the 'Booking Confirmation') summarising:
- the booking number,
 - the airport,
 - the terminal,
 - the point of sale where the reserved services have to be purchased,
 - the arrival time at the shop,
 - the reserved services.

6.1.4. The User has to present the Booking Confirmation to the TraWell staff at the Point of Sale at the time and on the day indicated in the Booking Confirmation. Payment of the amount due for the services booked will be made directly at the point of sale and the User will be entitled to a discount on the amount due for the service booked according to the percentage indicated on the online booking page.

6.2 SERVICES SHOULD BE BOOKED IN ADVANCE AND, IN ANY CASE, AT LEAST 48 HOURS BEFORE THE FLIGHT. OTHERWISE, TRAWELL CANNOT GUARANTEE THE AVAILABILITY OF THE SERVICES.

IT IS RECOMMENDED TO ARRIVE AT THE POINT OF SALE IN ADVANCE IN ORDER TO HAVE ENOUGH TIME FOR THE REGISTRATION AND SCREENING PROCESSES.

YOUR RESERVATION DOES NOT GIVE YOU PRIORITY ACCESS AT THE POINT OF SALE IF OTHER CUSTOMERS ARE WAITING. THE CUSTOMERS HAVE TO WAIT FOR THEIR TURN TO PURCHASE THE RESERVED SERVICES.

TRAWELL DOES NOT GUARANTEE THAT THE SCHEDULE INDICATED IN THE BOOKING CONFIRMATION WILL BE RESPECTED AND CANNOT BE RESPONSIBLE IN CASE OF FLIGHT LOSS OR ANY OTHER DAMAGE INCURRED TO THE CLIENT.

THE RESALE OF THE LOST LUGGAGE CONCIERGE SERVICE PROVIDED BY SOSTRAVEL.

6.3 RENTAL OF BABYDRIVE EQUIPMENT

6.3.1 Reservation booked less than 3 days before collection:

- During the reservation process, the rental cost and deposit will be invoiced immediately.
- In the case of non-payment, the reservation will be cancelled.
- In the case of valid payment, the reservation will be confirmed.

6.3.2 If the reservation is confirmed, upon acceptance of the conditions:

- With the return of the items: the deposit will be refunded
- Without the return of the items: the deposit will be retained.

6.3.3 Reservation made more than 3 days after the removal of objects:

- Once the reservation has been made, the items will be held and the reservation will be confirmed free of charge.
- 3 days before the effective collection of the items: an email will be sent to the customer informing that the rental and the deposit will be invoiced the following day.
- 2 days before the effective collection of the items: the rental charges and the deposit will be invoiced.
- In case of non-payment: the reservation will be cancelled.
- In case of valid payment: the reservation will be confirmed.

6.3.4 In the case of a valid booking, on the fulfilment of the conditions:

- If the items returned: the deposit will be refunded
- If the items not returned: the deposit will be retained.

- 6.4.** In order to activate and use the Service, the Customer is required to download the Sostravel App free of charge from the Apple Store (iOS version), Google Play (Android version) and Huawei AppGallery (Android version). In accordance with the provisions of the Sostravel General Terms and Conditions, to activate the Service, the Customer has to scan the QR code or alphanumeric code indicated in the booking confirmation email, the flight number and the number of bags to be tracked in the Sostravel App before the departure of their flight. Otherwise, the Service will not be activated, and the Customer will not be entitled to a refund of the amount paid.
- 6.5.** The Client may use the Service in accordance with the provisions of the sostravel General Terms and Conditions. N.B. TRAWELL IS A SIMPLE INTERMEDIARY IN THE SALE OF THE SERVICE AND MAKES NO GUARANTEES REGARDING THE CORRECT EXECUTION OF THE SERVICE BY SOSTRAVEL.

7. SPECIAL CONDITIONS

The service provider cannot be considered responsible in case of delay or suspension of the service attributable to the Client or in case of Force Majeure.

8. PENALTY CLAUSE – COMPENSATION

- 8.1** TraWell and the Client agree that, in case of a Loss, the Company shall pay the Client compensation calculated in accordance with the following conditions, excluding compensation for any subsequent damage ('Damages from TraWell' or also just 'Damages').
- 8.2** If the services are purchased in Canada, the penalty will be paid in Canadian dollars (\$). If the services are purchased in other countries, the penalty will be paid in euros (€).
- 8.3** Compensation shall be paid in case of:
- a. Damage to Luggage;
 - b. Late Delivery of Luggage;
 - c. Loss of Luggage.
- 8.4** If the Luggage is Damaged, TraWell compensation will only be paid once the Airline pays compensation. The compensation is fixed at 60% of the fixed amount paid by the airline, up to a maximum of €/\$1,000. For example, if the Luggage is Damaged:
- if the Airline's compensation is equal to €/\$ 1,000, TraWell's damage compensation will be €/\$ 600;
 - if the Airline's compensation is equal to or greater than €/\$ 2,000, TraWell's damage compensation will be €/\$ 1,000;
 - if the compensation paid by the Airline consists in the provision of replacement luggage or the reparation of this luggage, TraWell will pay a fixed compensation of €/\$ 100.00;
 - if the airline does not pay any compensation, TraWell will not pay any compensation either.

- 8.5** If the luggage is not found within 21 days, the compensation will be:
- equal to €/ \$ 100.00 (one hundred) per day for each day after the expiry of the fixed period and until the actual finding of the Baggage in the case of direct flights. The penalty may not exceed a total compensation limit of €/ \$ 1,000.00 (one thousand), even if more than 10 (ten) days have passed since the expiry of the above-mentioned period.
 - equal to €/ \$ 50.00 (fifty) per day for each day after the expiry of the period specified in paragraph 6.6. and until the actual finding of the luggage in the case of flights with connections. The penalty may not in any case exceed the total sum of €/ \$ 500.00 (five hundred), even if more than 10 (ten) days have passed since the expiry of the above-mentioned period.
- 8.6** In case of loss of the Luggage, the Damage Compensation will be paid only after the Client has received the compensation from the Airline and for an amount equal to 60% of this compensation up to a maximum of €/ \$ 4,000.00 (four thousand). For example:
- if the amount paid out by the airline is €/ \$ 3,000.00 (three thousand), the compensation paid out by the Company will be €/ \$ 1,800.00 (one thousand eight hundred);
 - if the amount paid by the airline is €/ \$ 4,000.00 (four thousand), the compensation paid by the Company will be €/ \$ 2,400.00 (two thousand four hundred);
 - if the amount paid by the airline is €/ \$ 10,000.00 (tenthousand), the compensation paid by the Company will be €/ \$ 4,000.00 (fourthousand);
 - if the airline does not pay any compensation, TraWell will not pay any compensation or any other type of indemnity.
- 8.7** The Company's obligation to pay Compensation is subordinated to the following conditions:
- the Luggage was wrapped using the TraWell system, checked in and delivered to authorised airport staff at the time of check-in (baggage check-in) ;
 - the Client made all the required communications before the deadlines and complied with the Instructions in the case of Damaging Events provided for in Article 9.
- 8.8** In the following cases, the Customer shall not be entitled to the payment of Damages or any compensation whatsoever:
- The Client does not follow the Instructions in case of Damaging Events;
 - In case of Damage to the Luggage, the Client does not provide the correct documentation concerning the payment made and the amount of the compensation received from the Airline;
 - The Client does not follow the Instructions in case of Damaging Events;
 - In case of Damage to or Loss of Luggage, the Client does not provide the correct documentation concerning the payment made and the amount of compensation received from the Airline;
 - The Client does not provide a copy of the document certifying the actual delivery date of the Luggage by the Airline, when the Luggage has not been found within the period specified in 8.5;
 - In case of expenses incurred for the purchase of goods or any other expenses or

inconvenience deriving from the Non-delivery of the Luggage and/or the Damage of the Luggage;

- If, in case of Loss of Baggage, the Customer has already received Compensation for two other events of Loss of Luggage that occurred in the three-year period prior to the Claim.

8.9 By virtue of this article, any subsequent compensation for damages is expressly excluded in relation to the compensation paid to the Client, and all obligations of TraWell towards the Client and resulting from the Damaging Event are rejected.

8.10 The parties agree that the compensation received by the Customer due to the delayed delivery of their luggage cannot be combined with the compensation for the loss of such luggage, in accordance with Article 6.6.

9. INSTRUCTIONS IN CASES OF DAMAGING EVENTS

9.1 Filing of a Property Irregularity Report (PIR) with the Lost Property Office at the destination airport.

In case of damage of the luggage, the customer has to go to the lost and found office and fill in a Property Irregularity Report (PIR) before leaving the airport.

9.2 Declaration to the Airline

After filling in the Property Irregularity Report (PIR) form, the Customer has to report the luggage damage to the airline in order to activate the procedures necessary to obtain compensation from the airline.

9.3 Submission of a claim for compensation to TraWell S.p.A. within the established deadlines

No later than 21 (days) (i) from the date of Delivery of the Baggage in case of damage to the Baggage, the Customer has to request compensation using the guided procedure available on the website www.safe-bag.com. For more information, the customer is invited to call the Customer Service of TraWell Co S.p.A., Via Olona 183/G, 21013 Gallarate (VA), Italy, which can be contacted at the following telephone numbers: Italy: +39 0691511041; France: +33 170615702; Portugal: +351 300505951; Switzerland: +41 435507016; Canada: +1 514 3126536, or by email to: customer.care@safe-bag.com.

9.4 Collection of documents, editing and sending of the Compensation Form and the Release Form

After submitting a compensation request within the specified deadline, the Customer will receive, by e-mail, a pre-filled form with the collected data and the instructions to be followed in order to obtain payment of compensation for damages from TraWell, as provided for in Article 3 above (the 'Claim Form').

The Client has to upload a digital copy of each of the following documents to the dedicated section of the website www.safe-bag.com:

- The Property Irregularity Report (PIR) form issued by the Lost Property Office at the airport; Invoices issued for the purchase of the service;
- The flight ticket and the airline's baggage tag;
- The operator's damage compensation form (if applicable);
- The airline's receipt indicating the amount of compensation (if applicable);
- The air company transfer or other document certifying payment of compensation (if applicable);
- The completed and fully signed Compensation Form;
- Photos of the damage (if applicable);

- The Customer's valid identity document.

Once TraWell Customer Services has received all the documents, it will be able to process the claim for compensation and carry out the appropriate verifications. If no irregularity is found, the Customer will receive a 'Receipt Form' by e-mail.

9.5 The Customer has to upload a completed and duly signed digital copy of the 'Receipt Form' to the website www.safe-bag.com and send it by email to customer.care@safe-bag.com. TraWell will only be able to make the payment once it has received the completed and duly signed Receipt Form. After the expiry of the period of 6 months after the Customer Service has sent the email notifying the Customer that their file has been opened by Safe Bag, in case of non-submission of the required documents or for any other delay concerning the management process of the Damaging Event not attributable to TraWell S.p.A., the Customer's request will be archived without any payment

10. CONSUMER MEDIATOR

'After having referred the matter to the complaints department under the conditions outlined in Article 4: "Instructions in the event of damaging events" and without a satisfactory response from us or in the absence of a response within 60 days, the customer may refer the matter to the Tourism and Travel Mediator free of charge. Contact details and referral procedures are available on their website: www.mtv.travel '

11. PERSONAL DATA

The personal data collected from Customers are subject to confidentiality and personal data protection in accordance with the General Data Protection Regulation (GDPR) No. 2016/679 of 27 April 2016 and current legislation.

The data are recorded in the Customer file and are essential for processing the request. This information and personal data are also stored for security purposes, in order to comply with legal and regulatory obligations. They will be kept for a period of 10 years.

The data controller is the Supplier. Access to personal data will be strictly limited to the employees of the data controller who are authorised to process them by virtue of their duties. The information collected may possibly be communicated to third parties contractually linked to the company for the performance of outsourced tasks, without the Customer's authorisation being necessary.

For the purposes of providing their services, third parties have only limited access to the data and are obliged to use it in accordance with the provisions of the applicable legislation on the protection of personal data. Apart from the cases set out above, the Supplier shall refrain from selling, renting, transferring or giving third parties access to the data without the Customer's prior consent, unless compelled to do so for a legitimate reason.

In accordance with the applicable regulations, the Purchaser has the right to access, rectify, delete and transfer the data concerning him/her, as well as the right to object to the processing on legitimate grounds; these rights can be exercised by contacting the data controller at the Company's address.

In case of dispute, a complaint can be lodged with the CNIL (Commission Nationale de

l'Informatique et des Libertés) via www.cnil.fr.

12. JURISDICTION – APLICABLE LAW

These General Terms and Conditions and the transactions arising therefrom are governed exclusively by French law.

They have been written in French. In the event that they are translated into one or more languages, only the French text shall be considered the authentic text in case of dispute. The fact that, where applicable, the usual exchanges between the service provider and the client take place totally or partially in a language other than French, may in no case be considered as a waiver of the application of these general terms and conditions of sale or of any of their stipulations.

All disputes to which this contract and the agreements arising therefrom may give rise, concerning their validity, interpretation, execution, resolution, consequences and outcomes will be submitted to the courts within the jurisdiction of the Paris Court of Appeal.

13. CONTACTS

 <https://www.facebook.com/SafeBagInternational>

 https://www.tiktok.com/@safebag_

 <https://it.linkedin.com/company/safe-bag> <https://it.linkedin.com/company/trawellco>

Safe Bag is a registered trademark of TraWell Co S.p.A.

Registered office in Via Olona 183/G 21013 Gallarate (Va) - Italy.

VAT Number: 02389980125

Consumer Mediator: www.mtv.travel.v