



# VINESIA – CHRISTMAS GIFT VOUCHER TERMS & CONDITIONS

*(Version 1.0 – Applicable under Luxembourg law)*

These Terms and Conditions (“T&Cs”) govern the purchase, issuance, use, and redemption of Christmas Gift Vouchers (“Voucher” or “Vouchers”) issued by **Vinesia Sàrl**, a private limited liability company incorporated and existing under the laws of the Grand Duchy of Luxembourg, registered with the R.C.S. Luxembourg under number B276404, with registered office at 55, rue Gabriel Lippmann, L-6947 Niederanven (“Vinesia”, “we”, “us”, “our”).

By purchasing or redeeming a Voucher, the purchaser (“Purchaser”) and the recipient (“Recipient”) agree to be bound by these T&Cs.

## 1. Nature of the Voucher

- 1.1. The Voucher constitutes a **multi-purpose voucher** (“MPV”) within the meaning of applicable VAT rules under Luxembourg law and Directive (EU) 2016/1065.
- 1.2. No VAT is charged at the time of Voucher purchase. VAT will be applied upon redemption based on the wine products selected in the Vinesia online shop.
- 1.3. The Voucher represents a monetary value that may be used solely for the purchase of eligible wine products offered on **vinesia.com** at their standard retail price.

## 2. Minimum Voucher Value

- 2.1. The minimum Voucher value is **EUR 100 (one hundred euros)**.
- 2.2. Higher values may be purchased in increments defined on the Vinesia website.

## 3. Scope of Redemption

- 3.1. The Voucher may be redeemed exclusively for wine products available on **vinesia.com**, including the creation of a personalized wine collection with the support of Vinesia’s sommelier team.



3.2. The Voucher value is applied at **full 100% towards wine purchases**.

3.3. The Voucher cannot be redeemed for the purchase of services alone, shipping costs, cash withdrawal, refunds, or any other products not expressly eligible.

## 4. Consultation, Services & Additional Benefits

4.1. Each Voucher includes:

- A personalized consultation with a Vinesia sommelier;
- Assistance in creating a custom wine collection matching the Voucher value;
- A personalized digital onboarding to the Vinesia platform;
- A personalized collection catalog delivered digitally;
- **One (1) year of storage and service fees free of charge**, applicable solely to wines purchased using the Voucher.

4.2. After the complimentary first year, standard Vinesia storage and service fees apply.

## 5. Voucher Validity Period

5.1. The Voucher is valid for **two (2) years** from the date of issuance.

5.2. The expiry date is indicated on the Voucher or in the confirmation email.

5.3. Expired Vouchers cannot be redeemed, extended, or refunded.

## 6. Delivery of the Voucher

6.1. Vouchers are issued **digitally only** via email to the Purchaser or directly to the Recipient if selected during checkout.

6.2. Vinesia is not responsible for incorrect email addresses provided by the Purchaser.



## 7. Redemption Process

- 7.1. The Recipient must create or log into a Vinesia account to redeem the Voucher.
- 7.2. The Voucher may be used in a single transaction or across multiple transactions until the balance is fully consumed.
- 7.3. If the purchase exceeds the Voucher value, the remaining balance must be paid through accepted payment methods.
- 7.4. If the purchase is below the Voucher value, the unused balance remains valid until expiry.

## 8. Non-Refundability & Transferability

- 8.1. Vouchers are **non-refundable, non-exchangeable, and non-redeemable for cash.**
- 8.2. Vouchers may be gifted and transferred to another individual prior to redemption.
- 8.3. Once redemption has begun, the Voucher becomes associated with the Recipient's Vinesia account and cannot be transferred again.

## 9. Replacement & Loss

- 9.1. Vinesia may, at its discretion, reissue a Voucher that has been lost, stolen, or undelivered, provided sufficient proof of purchase is presented.
- 9.2. Vinesia is under no obligation to replace Vouchers that have been used without authorization.

## 10. Fraud & Abuse

- 10.1. Vinesia reserves the right to refuse redemption, suspend accounts, or cancel Vouchers in cases of suspected fraud, misuse, or violation of these T&Cs.
- 10.2. Any fraudulent activity may lead to legal action.

## 11. Limitation of Liability

- 11.1. To the fullest extent permitted by Luxembourg law, Vinesia shall not be liable for indirect, incidental, or consequential damages arising from the purchase or redemption of Vouchers.
- 11.2. Vinesia's total liability shall not exceed the value of the Voucher purchased.



## 12. Governing Law & Jurisdiction

12.1. These T&Cs are governed exclusively by the laws of the **Grand Duchy of Luxembourg**.

12.2. Any disputes arising from or related to the Voucher shall be subject to the exclusive jurisdiction of the competent courts of Luxembourg City.

## 13. Contact

For questions regarding these T&Cs or Vouchers, please contact:

**[support@vinesia.com](mailto:support@vinesia.com)**

or visit **[vinesia.com/terms\\_conditions](https://vinesia.com/terms_conditions)**.