

Thank you for ordering from AE Direct CO, LLC, an entity organized under the laws of the state of Delaware, United States of America. Your purchase is made pursuant to our Terms and Conditions of Sale, located on the footer of ae.com/intl site. If you are a European Union Customer, please take the time to read these terms, since they **include important information** about your order.

Please note, we are under a legal obligation to provide you with goods that conform to your order.

You have a right to cancel your order or part of your order without giving us a reason, within fourteen (14) days. The cancellation period begins when you receive all of the products within your order, and it ends fourteen (14) days from that date (the **“Cancellation Period”**). Returns made beyond the Cancellation Period are handled pursuant to our [Return Policy](#) located on ae.com/intl.

- a. You will be considered to have received your order when all of the relevant products within your order come into your physical possession (or the physical possession of a third party indicated by you).
- b. If you choose to cancel, you must clearly inform us of your decision during the Cancellation Period. To make the process easier, we have provided a cancellation form below (the **“Sample Form”**). Please note, you do **not** need to use the Sample Form to cancel; we have provided it for your convenience. You can also cancel your order or part of your order by clearly communicating your desire to cancel to globalcare@ae.com or to American Eagle Outfitters, Inc., Retail Distribution West LLC, 1301 N. Davis Ave, Ottawa, KS 66067, detailing the information requested in the Sample Form. You should keep a note or copy of how/when you exercised your right to cancel.
- c. You must send the product(s) back to us pursuant to our [Return Policy](#).
- d. You will bear the cost of returning the product(s) to us. We suggest that you obtain proof of postage in relation to any returns.
- e. If we don't receive your cancelled and returned product(s), we may (at our discretion) arrange to collect it from you at your cost.
- f. You must return all cancelled product(s) without undue delay; meaning not later than fourteen (14) days from the date on which you communicated to us your cancellation. This requirement is satisfied if the return shipment is post-marked prior to the expiration of such fourteen (14) day period.
- g. If you cancel: (i) an entire order, any money you have paid, including the cost of standard delivery (for our delivery of the order to you), will be reimbursed to you; or (ii) only a portion of an order, any money you have paid for such item(s) will be reimbursed to you. Additionally, the cost of standard delivery (for our delivery of the order to you) for the entire order will be pro-rata allocated to each item within the order, and you will be reimbursed for the pro-rata amount of standard delivery allocated to the item(s) you have elected to cancel. **Please note**, if you elect expedited shipping, those costs will **not** be reimbursed to you.
- h. For cancellation reimbursements, we will make the reimbursement without undue delay, and not later than:
 - i. Fourteen (14) days after we receive your cancelled and returned item(s);
 - ii. Fourteen (14) days after the day you provide evidence that you have returned the purchased goods; or
 - iii. If you cancel before we ship your order, fourteen (14) days after the day on which we are informed about your decision to cancel such order.
- i. We will make the reimbursement using the same means of payment as you used for the initial transaction unless expressly agreed otherwise, and in any event, you will not incur any fees as a result of such reimbursement.
- j. If the cancelled/returned product(s) is/are handled by you in a way that diminishes the value of the product(s), we may make a deduction from the reimbursement amount which reflects the product's loss in value. You are liable for any diminished value of such product resulting from the handling, other than the handling necessary to establish the nature, characteristics and functioning of the product(s) you received.
- k. As a consumer, you have legal rights in relation to products that are not in conformity with the terms of this Contract (such as a product which is faulty, damaged, unfit or not described properly) (a **“Faulty Product”**). These legal rights are not affected by the contents of these Terms.
- l. If you receive a Faulty Product, you should let us know within two (2) months after you discover that the product is faulty, and return them to us by following the procedure set out in our [Return Policy](#).
- m. Upon our receipt of your returned Faulty Product(s), we will examine it/them to determine any issues or fault. If the product is found to be incorrect, defective or damaged, we will either at your request (i) send you the same product if still available, or (ii) if not available, or if you indicate that you want a refund, refund the price of the product, the shipping charges you have paid to receive such Faulty Product(s), and reasonable shipping charges you have paid to return such Faulty Product(s). **Please note**, if a Faulty Product was sent to you with other product(s) that you are not returning, we will not refund your initial shipping costs.

Cancellation Form

To AEO, globalcare@ae.com/ Attention: Returns Department, Retail Distribution West LLC, 1301 N. Davis Ave, Ottawa, KS 66067

I/We, _____ hereby give notice that I/We, _____, hereby cancel my/our Contract of sale of the following goods _____.

- Ordered on: _____
- Received on: _____
- Items Numbers being cancelled: _____
- Order Reference Number: _____
- Name of Customer: _____
- Address of Customer: _____
- Signature of Customer: _____
- Date: _____