

WEBSITE LEGAL -----

Website Terms & Conditions

Use of collectdxb.com and purchases

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These Terms & Conditions govern your use of collectdxb.com (the “Site”) and your purchase of items from Collect DXB. They apply together with our Privacy Policy, Cookie Policy, Shipping & Delivery Policy, Returns & Refunds Policy and Authenticity Guarantee, and, if you sell or consign items to us, our Sell to Us Agreement or Consignment Terms. By accessing the Site or placing an order, you accept these Terms.

01 About Collect DXB

“Collect DXB” is the brand and trading style of a Dubai-licensed establishment registered with the Department of Economy and Tourism (DET) under Trader Licence no. 1616389, registered trade name “Collect Luxury Items Online Seller” (in these terms, “Collect DXB”, “we”, “us”, “our”). We source, authenticate and resell vintage and pre-owned luxury goods, including wristwatches, Hermès and other designer handbags and accessories, jewellery and collectibles. We operate online via collectdxb.com; items are sent and received by insured courier or by prior appointment. Contact: info@collectdxb.com.

02 Definitions

- “Item” means any product offered for sale by Collect DXB.
- “Buyer” or “you” means the person purchasing an Item or using the Site.
- “Working Day” means Monday to Friday, excluding UAE public holidays.

03 Acceptance of and changes to these Terms

By accessing the Site or placing an order, you confirm that you accept these Terms and the policies referred to in them. We may update these Terms at any time by posting the revised version on the Site; your continued use, or placing an order after a change takes effect, constitutes acceptance. The version in force when you place an order governs that order.

04 Eligibility and accounts

You must be at least 18 years old and able to enter into a binding contract. If you create an account, you must provide accurate information, keep your login details secure, and accept responsibility for all activity under your account. Notify us promptly of any unauthorised use.

05 Acceptable use and prohibited conduct

You agree to use the Site only for lawful purposes. You must not: break any applicable law or regulation; infringe our or any third party’s intellectual-property or other rights; upload any virus, malware or harmful code; attempt unauthorised access; scrape, copy or republish content except as we permit in

writing; impersonate any person; submit false or fraudulent information or payment; or use the Site to deal in counterfeit goods or for any fraudulent, abusive or harmful purpose. Breach may result in immediate suspension or termination.

06 Right to refuse, limit and suspend

To the extent permitted by law, we may, at our discretion and without liability, refuse or cancel any order, limit quantities, refuse service, suspend or close any account, and discontinue or change any product or part of the Site at any time. Where we cancel a paid order for these reasons, we refund the amount paid for the affected Item.

07 Items, descriptions and condition

All Items are vintage or pre-owned unless expressly described as new or unworn. We describe each Item as accurately as possible, including age, reference, materials and any known faults, service history or restoration. As our Items are pre-owned, they may show age, wear and patina; minor variations from photographs (colour, hardware tone, luminous material, patina) are inherent to vintage goods and are not defects; and where a component has been refinished, replaced, serviced or restored and this is known to us, we disclose it in the listing. Disclosed condition, restoration, refinishing or replacement of parts does not make an Item counterfeit and is not covered by the Authenticity Guarantee, which covers only items found to be non-genuine. Photographs form part of the description.

08 Vintage items and prior third-party work

Our Items are vintage and may have passed through several owners over many decades. During that time an Item may have been serviced, repaired, refinished, re-dyed, polished or otherwise worked on by third parties, without documentation and in ways that are not disclosed to us and are not reasonably detectable on inspection. We examine and describe every Item using reasonable skill and care, and we disclose all third-party restoration, replacement parts and alterations known to us or identified during our authentication. We cannot, however, warrant that we have identified every intervention in an Item's history, and we give no guarantee that an Item is unaltered or original in every component. Where we later become aware that an Item we have sold had undisclosed prior third-party work, we will tell you promptly and discuss a fair resolution in good faith. Nothing in this clause limits our Authenticity Guarantee, which continues to apply to any Item found to be counterfeit, or affects any right you have that cannot be waived under applicable consumer-protection law.

09 Accuracy and availability of information

We work to keep information accurate and current but do not warrant that listings, descriptions, pricing or other content are complete, current or error-free, and your reliance is at your own risk. We may correct errors at any time without notice. The Site is provided on an "as available" basis.

10 Authenticity

Every Item is inspected and authenticated by Collect DXB before it is listed, and we guarantee that each Item we sell is authentic. Our full guarantee, including your remedy if an Item is ever found to be counterfeit, is set out in our Authenticity Guarantee.

11 Prices, currency and VAT

Prices are stated in UAE Dirhams (AED) and may also be displayed in other currencies for international buyers. Collect DXB is not currently registered for UAE Value Added Tax (VAT); accordingly, no VAT is charged on, or included in, the prices shown. If Collect DXB becomes VAT-registered (registration is mandatory once taxable turnover exceeds the statutory threshold), prices and invoices will state any VAT applied from that date. Prices are subject to change, and we may correct obvious pricing errors before accepting an order. Any duties, taxes or charges levied outside the UAE are the Buyer's responsibility (see clause 15).

12 Orders and acceptance

A listing is an invitation to treat, not a binding offer. A contract is formed only when we confirm acceptance of your order and receive cleared payment in full. We may decline or cancel an order, and refund any sums paid, where the Item is no longer available, a pricing or description error has occurred, we cannot verify you or your payment, or fulfilment would breach applicable law or sanctions.

13 Payment, fraud screening and identity checks

Payment is due in full at the time of purchase unless agreed otherwise in writing. We accept bank transfer and card payment. Card payments are processed securely by Stripe, our third-party payment provider; your full card details are entered directly with Stripe, are not seen or stored by Collect DXB, and are handled in accordance with Stripe's own terms and privacy policy. Our payment providers may carry out fraud screening and identity checks; by paying, you authorise these checks. For high-value transactions we are required to carry out customer due diligence under UAE anti-money-laundering law, which may include verifying your identity and source of funds before we complete a sale, and we may refuse or report a transaction where required by law (see clause 14). Title does not pass to the Buyer until we have received cleared payment in full. We issue an itemised purchase invoice for every sale.

14 Anti-money-laundering and source of funds

As a dealer in luxury goods, precious metals and stones, Collect DXB is subject to UAE anti-money-laundering and counter-terrorist-financing obligations. We operate a customer due diligence (CDD/KYC) programme and may require identification, proof of address and source-of-funds evidence, particularly for transactions at or above applicable regulatory thresholds. We may delay, decline, or report any transaction, and are not liable to you for doing so where we act to comply with these obligations.

15 Import duties and cross-border orders

For deliveries outside the UAE you are the importer of record and are solely responsible for all import duties, taxes, customs charges and clearance, and for meeting the import requirements of the destination country. We will not under-declare value or mark shipments as gifts. By ordering for delivery outside the UAE, you accept responsibility for all such charges and import requirements.

16 Exotic and protected materials

Some Items are made from exotic or protected animal materials (for example crocodile or alligator skin) regulated under CITES and UAE law. We list such an Item only once species identification and any required ownership registration with the UAE competent authority (MOCCAE) are complete. Because international shipment may be restricted or prohibited, these Items are offered for delivery or collection within the UAE only, unless we confirm in writing before your order that the Item can lawfully be shipped to your destination. If purchased for delivery outside the UAE without that written confirmation, or if a required permit cannot be obtained, we may cancel and refund the amount received for the Item, less non-refundable payment-processing fees. You are responsible for any import permit required in your own jurisdiction.

17 Returns

Because our Items are unique, vintage and individually authenticated, all sales are final except as set out in our Returns & Refunds Policy, which forms part of these Terms. Where a return is available, it must be requested within three (3) days (72 hours) of delivery and the Item returned in its original condition with all tags, packaging and accessories. Nothing in these Terms removes any right you have that cannot be waived under the UAE Consumer Protection Law or under any mandatory consumer-protection law of your country of residence.

18 Intellectual property

All content on the Site — text, listing copy, photographs, graphics, logos and the Collect DXB brand — is owned by or licensed to us and protected by intellectual-property law. You may view and share content for personal, non-commercial use only. Collect DXB is an independent reseller; we are not affiliated with, authorised by or endorsed by any of the brands whose products we sell, and all brand names and trademarks belong to their respective owners. We use brand names only to describe genuine pre-owned goods we offer.

19 Third-party links

The Site may link to third-party websites. We are not responsible for their content or policies, and your use of them is at your own risk and subject to their terms.

20 Disclaimer of warranties

To the fullest extent permitted by law, the Site and its content are provided “as is” and “as available”, and we exclude all warranties not expressly set out in these Terms, including implied warranties of merchantability, fitness for a particular purpose and non-infringement. We do not warrant that the Site will be uninterrupted, secure or error-free. This clause does not affect our Authenticity Guarantee or any right that cannot be excluded under applicable law.

21 Insurance and limitation of liability

Shipments sent through our nominated carriers are insured in transit to their declared value; where an Item is lost or damaged in transit, our liability is limited to the insured value recovered. To the maximum extent permitted by law, our total liability arising out of any Item, order or use of the Site is limited to the

price of the relevant Item, and we are not liable for any indirect, incidental, consequential or punitive loss, or for loss of profit, opportunity, data or anticipated value. Nothing limits any liability that cannot lawfully be limited.

22 Indemnification

You agree to indemnify and hold Collect DXB harmless against all claims, losses, liabilities, costs and expenses (including reasonable legal fees) arising from your breach of these Terms, your misuse of the Site, or your violation of any law or third-party right.

23 Dispute resolution

The parties will first try to resolve any dispute through good-faith negotiation and may agree to mediation in Dubai. You agree that any claim will be brought on an individual basis and not as part of any class or representative action. Any claim must be brought within one (1) year of the date it arose, to the extent permitted by law. Nothing in this clause prevents either party from seeking urgent injunctive relief, or removes any mandatory right available to a consumer in their country of residence.

24 General

If any provision is held unenforceable, the remaining provisions continue in full force. Our failure to enforce any right is not a waiver of it. These Terms, with the policies referred to in them, form the entire agreement regarding your use of the Site and your purchases. You may not assign your rights without our written consent; we may assign ours. Clauses that by their nature should survive termination will continue to apply.

25 Privacy and cookies

We process personal data in accordance with our Privacy Policy and Cookie Policy and applicable UAE data-protection law.

26 Force majeure

We are not liable for any delay or failure to perform caused by events beyond our reasonable control, including natural disasters, fire, flood, regional conflict, war, civil unrest, government action, sanctions, carrier failure, or disruption to logistics, banking or payment systems. Our obligations are suspended for the duration of the event.

27 Governing law and jurisdiction

These Terms are governed by the laws of the United Arab Emirates as applied in the Emirate of Dubai, and the parties submit to the jurisdiction of the Courts of Dubai. This does not deprive a consumer resident outside the UAE of the protection of any mandatory provisions of the law of their country of residence.

28 Contact

For any question about these Terms or your order, contact us at info@collectdxb.com.