

MY SISLEY CLUB LOYALTY PROGRAM
GENERAL TERMS AND CONDITIONS
Sisley-Paris.ca

Last updated on April 12th, 2021

1. MY SISLEY CLUB LOYALTY PROGRAM'S MANAGER

The manager for the Sisley-Paris.ca My Sisley Club Loyalty Program (hereinafter My Sisley Club Program) is Sisley Cosmetics USA Inc.

2. MY SISLEY CLUB PROGRAM MEMBERSHIP CONDITIONS

The My Sisley Club Program makes it possible to earn loyalty points based on the amount of eligible purchases made on the online store www.sisley-paris.ca (hereinafter the "Website"), and use these earned loyalty points for future eligible purchases. The My Sisley Club Program also provides access to various benefits. There is no purchase necessary to join the My Sisley Club Program. The My Sisley Club Program is void where prohibited by law. The My Sisley Club Program may not be used for any business or commercial purpose and we may refuse to create an account for any reason.

The My Sisley Club Program is open to individuals who are legal residents of Canada and have reached the age of majority in their province or territory of residence, and who provide and maintain a valid email address and who have created an account on the Website (hereinafter the "Member") by visiting the Website and following the instructions to create an account.

To enroll, Members must visit the Website and follow the instructions provided to create their account which entails providing the following information:

- Title
- Last Name
- First Name
- Email Address
- Date of Birth
- Consent or refusal to receive Sisley communications.

Membership to the My Sisley Club Program is completely paperless; no physical card will be given to Members.

The account is available to individuals only for their personal use only and in the Member's name only. Members may only have one My Sisley Club Program: account; multiple accounts are prohibited. In addition, an email address can only be associated with one account. In the event of a dispute over a Member's identity, the Member will be deemed to be the "authorized account holder" of the email address submitted at the time of enrollment. "Authorized account holder" is defined as the natural person who is assigned to an email address by an Internet access provider, online service provider, or other organization (e.g. business, educational institution, etc.) that is responsible for assigning e-mail addresses for the domain associated with the submitted email address.

The My Sisley Club Program is reserved for individuals for their own personal, non-commercial use.

Members may not assign or transfer, in any way whatsoever, all or part of their rights and/or obligations under the My Sisley Club Program without Sisley's prior, written consent. Loyalty points are associated with the Member's person and are therefore non-transferable and non-assignable.

These My Sisley Club Program General Terms and Conditions, (hereinafter the “Terms”) set forth the legally binding terms and conditions for your participation on the My Sisley Club Program. Members are also subject to the Website's [Purchase Policy](#), the Website's [Terms of Use](#), and the Website's [Privacy Policy](#), all of which are incorporated herein by reference. By joining the My Sisley Club Program, Members agree that they have read, understood and agree to be bound by these Terms, the Website's Purchase Policy, the Website's Terms of Use, and the Website's Privacy Policy, If you do not agree with these Terms, the Website's Purchase Policy, the Website's Terms of Use and the Website's Privacy policy, then you cannot participate in the Program.

3. MY SISLEY CLUB LOYALTY POINTS

3.1. Earning loyalty points

For each purchase of an eligible product made on the Website, loyalty points are earned as follows:
CAD10 spent = 1 loyalty point earned.

The loyalty points earned are rounded to the nearest whole number.

For example:

CAD24 = 2 loyalty points earned

CAD25 = 3 loyalty points earned

CAD35 = 4 loyalty points earned

CAD88 = 9 loyalty points earned

The amount of points earned when purchasing products is calculated based on the total cost of the product, excluding all taxes and excluding shipping costs, when applicable.

3.2. Using loyalty points

Earned loyalty points cannot be used for 30 calendar days after the purchase date. This period corresponds to the legal withdrawal period and the period for returning purchased products.

During this 30-day period, new loyalty points recently earned will appear with the words “Pending” in the "My Account" section of the Website.

In case purchased products are returned, the loyalty points corresponding to the purchase will not be credited to the Member's account and these “Pending” loyalty points will not be added to the Member's total points.

In case products purchased with loyalty points are returned, the loyalty points used in the purchased will be credited back to the Member's account once the return process is finalized.

Loyalty points are valid for 12 months from the date of purchase.

For example, if a Member makes a purchase on January 15th, the loyalty points earned from that purchase will expire on January 14th of the following year.

When a Member has loyalty points with different expiration dates and wishes to use their points, the earliest expiring points shall be used first.

If orders or products purchased in whole or in part with loyalty points are canceled or returned, the loyalty points used will be credited back to the customer's account and can only be used for a period of one month from the date of cancelation or return, as the case may be, regardless of the initial expiration date. We are not responsible for points lost or redeemed due to fraudulent activity by you or any other party.

The loyalty points used are distributed over all the products of the order in proportion to the price of the products. Thus, in case of a return of one or more products, the loyalty points will be credited again in proportion to the price of the returned product(s).

3.3. Loyalty points value

1 point earned = 1 CAD discount to be used on your next purchase on the Website. Benefits, including loyalty points, earned through the My Sisley Club Program may not be transferred or redeemed or exchanged for cash.

Members can take advantage of their available loyalty points (excluding “pending” loyalty points) and thus deduct their points from the total amount of their order, excluding all taxes and shipping costs, if applicable.

Members can use their accrued loyalty points with no minimum purchase amount and no minimum threshold of loyalty points earned.

Members can thus pay for all or part of an order excluding shipping costs.

Loyalty points cannot be used to pay for:

- Shipping costs. Please note that if using the points reduces the order amount below the free shipping threshold, the Member will have to pay the shipping costs.
- The purchase of a Sisley gift card.
- Non-qualifying products.
- Sales taxes.

3.4. Checking loyalty points

Members can check their loyalty points balance and track their orders by logging on to their Account.

If a Member has any questions, they may contact Sisley:

-by phone at (toll free) 1-855-747-2948,

-by email customerserviceCANADA@sisley-paris.com,

-through the contact form on the Site

-or by mail to the following address:

SISLEY COSMETICS USA INC.

19 West 44th St

Suite 514

New York, New York 10036

Attn. Customer Service

If a Member is concerned that points have not been properly applied to your account, please contact Sisley using one of the methods stated above within 30 days after the purchase or other Program activity

took place. We are not responsible for late notifications about purchases or other My Sisley Club Program activity took place or other Program activities not being credited to an account.

4. MY SISLEY CLUB TIERS

4.1. Determining Tier

The My Sisley Club Program consists of three tiers: Orchid, Gold and Platinum.

These tiers are determined according to the number of loyalty points earned by each Member during a calendar year:

- Orchid: Automatically enrolled with first purchase on Sisley-Paris.ca.
- Gold: Earn between 100 and 199 My Sisley Club points between January 1st and December 31st.
- Platinum: Earn 200 or more My Sisley Club points between January 1st and December 31st.

A Member's tier is determined on January 1st of each year by taking into account all purchases made during the previous year.

Example: For an existing Member, the status as of 1 January 2021 is determined based on purchases made during 2020.

Special case: for new Members who join the My Sisley Club Program during the second half of the year, their tier on January 1st of the second year will be determined by purchases made in the previous two years.

Example: For a new Member who joined the My Sisley Club Program on 30 November 2019, their tier on 1 January 2021 is determined based on purchases made during 2019 and 2020.

4.2. Benefits by tier

Members receive the following benefits:

Orchid:

- Free shipping on all orders
- Birthday gift: double loyalty points for 30 days on all qualifying orders starting on their birth date.

Gold:

- Free shipping on all orders
- Birthday gift: double loyalty points for 30 days on all qualifying orders starting on their birth date.
- Preview new product launches
- Access to Gold tier exclusive offers and sales events

Platinum:

- Free shipping on all orders
- Birthday gift: double loyalty points for 30 days on all qualifying orders starting on their birth date.
- Preview new product launches
- Access to Platinum tier exclusive offers and sales events

We reserve the right to modify these benefits at any time. We will post the revised benefits here, which will be effective as soon as they are posted, so please be sure to review these Terms regularly. By

continuing to use the Site following such changes, Members will be deemed to have agreed to such changes.

5. PERSONAL DATA

When creating their account, Members must provide the following information to SISLEY:

- Title
- Last Name
- First name
- Email address
- Date of Birth
- Consent or refusal to receive Sisley communications.

Members are solely responsible for maintaining the accuracy of their account information. Members are responsible for keeping their information up-to-date by updating their data on the Website.

The date of birth is mandatory to be able to benefit from the Birthday Offers, otherwise the Member will not be able to benefit from them.

If the birth date on their account is incorrect, only one change will be allowed and a copy of a Member's government-issued identification may be requested for any additional change in order to prevent any abuse.

SISLEY shall in no way be liable if the Member does not receive any communications, invitations, offers, or products sent to the Member under the My Sisley Club Program due to inaccurate or outdated information.

The information collected shall be processed by computer for the following purposes:

- Managing the My Sisley Club Program (legal basis: contract).
- Promoting and personalizing various communications (digital, email, paper, sms) from SISLEY (legal basis: Sisley's legitimate interest).
- Producing sales statistics (legal basis: Sisley's legitimate interest).

SISLEY and its service providers are the recipients of this data for running the My Sisley Club Program. The data may be sent to service providers selected by SISLEY to manage consumer accounts.

This data will be kept for a period of time that enables SISLEY to comply with its legal obligations or for a maximum of three years from the last purchase/contact.

In accordance with the personal data protection regulations, Members have the right to access, rectify, delete, limit or oppose processing, request portability of their data, and to inform us of any instructions regarding the fate of their data after their death, by contacting Sisley:

- by phone at (toll free) 1-855-747-2948,
- by email customerserviceCANADA@sisley-paris.com,
- through the contact form on the Site
- or by mail to the following address:

SISLEY COSMETICS USA INC.

19 West 44th St

Suite 514

New York, New York 10036

Attn. Customer Service

6. CHANGES AND TERMINATION

SISLEY shall use reasonable commercial efforts to ensure that the My Sisley Club Program operates smoothly but shall not be held liable for any malfunctions or errors in the My Sisley Club Program.

The My Sisley Club Program is offered at SISLEY's sole discretion, and SISLEY reserves the right, in its discretion, to cancel, modify, restrict or terminate the Terms and/or the My Sisley Club Program or any aspect of the My Sisley Club Program at any time, without prior notice, even though such changes may affect the value of rewards or benefits already accumulated or earned and/or the ability to redeem accumulated rewards or benefits.

The latest version of these Terms is available on the Website. SISLEY therefore invites the Members to check the Website regularly.

No change, suspension, or cancellation of the My Sisley Club Program shall entitle any Member to compensation.

SISLEY, in our sole discretion, reserves the right to suspend or deactivate a Member's account, which will lead to the points earned being canceled, and the Member shall not be able to claim any compensation whatsoever, and reserves the right to take appropriate legal action:

- In the event of any action likely to disrupt the normal operation of the My Sisley Club Program, and in particular in the event of fraud, attempted fraud, illegal activity, or misuse or attempted misuse of the benefits offered under the Program.
- More generally, in the event of a failure to comply with these conditions.

Members may cancel their membership at any time by contacting Sisley Paris Customer Service:

- by phone at (toll free) 1-855-747-2948,
- by email customerserviceCANADA@sisley-paris.com,
- through the contact form on the Site
- or by mail to the following address:
SISLEY COSMETICS USA INC.
19 West 44th St
Suite 514
New York, New York 10036
Attn. Customer Service

If you cancel your membership, you will lose all accumulated points, benefits and tier status.

7. RELEASE/LIMITATION OF LIABILITY / INDEMNIFICATION / NO WARRANTY

Members agree to release SISLEY, its parents, subsidiaries, affiliates, distributors, retailers, and each of their employees, officers or agents (the "Sisley Entities") from and against any and all claims, damages, losses, liabilities, and other expenses (including, without limitation, reasonable attorney's fees) relating to their participation in the My Sisley Club Program, including, but not limited to, the use or misuse of My Sisley Club Program benefits, and/or these Terms.

In no event shall the SISLEY Entities be liable for any direct, indirect, incidental, special, consequential or punitive damages with respect to a Member's participation in the My Sisley Club Program, including, but not limited to the use or misuse of My Sisley Club Program benefits, including, without limitation,

lost profits or revenues, costs of replacement, business interruptions, and loss of data or damages. In no event will SISLEY's aggregate liability to Members in connection with your participation in the Program exceed the amount (if any) paid by you to SISLEY in the six months immediately preceding the event which gave rise to the liability. Because some jurisdictions do not allow for the exclusion of damages, SISLEY's liability in such jurisdictions shall be limited to the greatest extent permitted by the law of such jurisdiction.

If a third party brings a claim against the SISLEY Entities related to or resulting from your participation in the My Sisley Club Program, you agree to indemnify and hold the SISLEY Entities harmless from and against all damages, losses and expenses of any kind (including reasonable legal fees and costs) related to such claim.

The SISLEY Entities disclaim all warranties, express or implied, including, without limitation, any warranties of merchantability or fitness for a particular purpose with respect to the My Sisley Club Program or any products or services related to the My Sisley Club Program.

8. APPLICABLE LAW / ATTRIBUTION OF JURISDICTION

8.1. APPLICABLE LAW & ATTRIBUTION OF JURISDICTION

THESE TERMS SHALL BE GOVERNED BY THE LAWS OF THE UNITED STATES AND THE STATE OF NEW YORK WITHOUT REGARD TO ITS CONFLICT OF LAW PROVISIONS. SUBJECT TO THE ARBITRATION PROVISIONS BELOW, AND OTHER THAN SMALL CLAIMS ACTIONS AS PERMITTED THEREIN, ANY ACTION OR PROCEEDING ARISING FROM, RELATING TO OR IN CONNECTION WITH THESE TERMS, YOUR USE OF THE WEBSITE, PARTICIPATION IN THE MY SISLEY CLUB PROGRAM, OR PURCHASE OF PRODUCTS WILL BE BROUGHT EXCLUSIVELY IN THE FEDERAL OR STATE COURTS LOCATED IN NEW YORK, AND YOU IRREVOCABLY CONSENT TO THE PERSONAL JURISDICTION OF SUCH COURTS AND AGREE THAT IT IS A CONVENIENT FORUM AND THAT YOU WILL NOT SEEK TO TRANSFER SUCH ACTION OR PROCEEDING TO ANY OTHER FORUM OR JURISDICTION UNDER THE DOCTRINE OF FORUM NON CONVENIENS OR OTHERWISE.

8.2. BINDING ARBITRATION OF ALL DISPUTES

WE BELIEVE THAT ARBITRATION IS A FASTER, MORE CONVENIENT AND LESS EXPENSIVE WAY TO RESOLVE ANY DISPUTES THAT YOU MAY HAVE WITH US. THEREFORE, PURSUANT TO THE WEBSITE'S TERMS OF USE, IF YOU HAVE ANY DISPUTE WITH US REGARDING OR RELATING TO YOUR PARTICIPATION IN THE MY SISLEY CLUB PROGRAM, INCLUDING, BUT NOT LIMITED TO, YOUR USE OR MISUSE OF MY SISLEY CLUB PROGRAM BENEFITS, OR YOUR USE OF THE WEBSITE, THESE TERMS OR THE WEBSITE'S TERMS OF USE, OR OUR PURCHASE POLICY OR OUR PRIVACY POLICY OR ANY PURCHASES OR USE OF THE PRODUCTS (COLLECTIVELY "SISLEY TRANSACTIONS"), YOU WILL NOT HAVE THE RIGHT TO PURSUE A CLAIM IN COURT, OR HAVE A JURY DECIDE THE CLAIM AND YOU WILL NOT HAVE THE RIGHT TO BRING OR PARTICIPATE IN ANY CLASS ACTION OR SIMILAR PROCEEDING IN COURT OR IN ARBITRATION. BY USING THE WEBSITE, OR ENGAGING IN A SISLEY TRANSACTION WITH US, YOU AGREE TO BINDING ARBITRATION AS PROVIDED BELOW:

WE WILL MAKE EVERY REASONABLE EFFORT TO INFORMALLY RESOLVE ANY DISPUTE THAT YOU MAY HAVE WITH US. IF THOSE EFFORTS FAIL, BY USING OUR WEBSITE, YOU AGREE THAT ANY DISPUTE YOU MAY HAVE AGAINST SISLEY, AND ANY CLAIM SISLEY MAY HAVE AGAINST YOU, ARISING OUT OF, OR CONNECTED IN

ANY WAY WITH THESE TERMS OR A SISLEY TRANSACTION SHALL BE RESOLVED EXCLUSIVELY BY FINAL AND BINDING ARBITRATION ADMINISTERED BY JAMS OR ITS SUCCESSOR ("JAMS") AND CONDUCTED IN ACCORDANCE WITH THE JAMS STREAMLINED ARBITRATION RULES AND PROCEDURES IN EFFECT AT THE TIME THE ARBITRATION IS INITIATED OR, IF THE AMOUNT IN CONTROVERSY EXCEEDS \$100,000, IN ACCORDANCE WITH THE JAMS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES THEN IN EFFECT (RESPECTIVELY, THE "APPLICABLE RULES"). THE APPLICABLE RULES CAN BE FOUND AT WWW.JAMSADR.COM. IF JAMS IS NO LONGER IN EXISTENCE, THE ARBITRATION SHALL BE ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION OR ITS SUCCESSOR (THE "AAA") INSTEAD, AND CONDUCTED IN ACCORDANCE WITH THE AAA COMMERCIAL ARBITRATION RULES IN EFFECT AT THAT TIME (WHICH SHALL BE THE "APPLICABLE RULES" IN SUCH CIRCUMSTANCES). IF JAMS (OR, IF APPLICABLE, AAA) AT THE TIME THE ARBITRATION IS FILED HAS MINIMUM STANDARDS OF PROCEDURAL FAIRNESS FOR CONSUMER ARBITRATIONS IN EFFECT WHICH WOULD BE APPLICABLE TO THE MATTER IN DISPUTE, SISLEY AGREES TO PROVIDE THE BENEFIT OF SUCH MINIMUM STANDARDS TO YOU TO THE EXTENT THEY ARE MORE FAVORABLE THAN THE COMPARABLE ARBITRATION PROVISIONS SET FORTH HEREIN, PROVIDED, HOWEVER, THAT IN NO EVENT MAY SUCH MINIMUM STANDARDS CONTRAVENE OR RESTRICT THE APPLICATION OF SUBPART (E) OR (I) BELOW. FURTHERMORE, NOTHING HEREIN SHALL PREVENT ANY PARTY FROM SEEKING PROVISIONAL REMEDIES IN AID OF ARBITRATION FROM A COURT OF APPROPRIATE JURISDICTION. YOU FURTHER AGREE THAT:

(A) THE ARBITRATION SHALL BE CONDUCTED BEFORE A SINGLE ARBITRATOR SELECTED IN ACCORDANCE WITH THE APPLICABLE RULES OR BY MUTUAL AGREEMENT BETWEEN YOU AND SISLEY (THE "ARBITRATOR");

(B) THE ARBITRATOR, AND NOT ANY FEDERAL, STATE OR LOCAL COURT OR AGENCY, SHALL HAVE THE EXCLUSIVE AUTHORITY TO RESOLVE ANY DISPUTE ARISING UNDER OR RELATING TO THE VALIDITY, INTERPRETATION, APPLICABILITY, ENFORCEABILITY OR FORMATION OF THE TERMS, INCLUDING BUT NOT LIMITED TO ANY CLAIM THAT ALL OR ANY PART OF THE TERMS IS VOID OR VOIDABLE;

(C) THE ARBITRATION SHALL BE HELD EITHER (I) AT A LOCATION DETERMINED BY JAMS (OR, IF APPLICABLE, AAA) PURSUANT TO THE APPLICABLE RULES (PROVIDED THAT SUCH LOCATION IS REASONABLY CONVENIENT FOR YOU AND DOES NOT REQUIRE YOU TO TRAVEL IN EXCESS OF 100 MILES FROM YOUR HOME OR PLACE OF BUSINESS);

OR (II) AT SUCH OTHER LOCATION AS MAY BE MUTUALLY AGREED UPON BY YOU AND SISLEY; OR (III) AT YOUR ELECTION, IF THE ONLY CLAIMS IN THE ARBITRATION ARE ASSERTED BY YOU AND ARE FOR LESS THAN \$10,000 IN AGGREGATE, BY TELEPHONE OR BY WRITTEN SUBMISSION;

(D) THE ARBITRATOR (I) SHALL APPLY INTERNAL LAWS OF THE STATE OF NEW YORK CONSISTENT WITH THE FEDERAL ARBITRATION ACT AND APPLICABLE STATUTES OF LIMITATIONS, OR TO THE EXTENT (IF ANY) THAT FEDERAL LAW PREVAILS, SHALL APPLY THE LAW OF THE UNITED STATES, IRRESPECTIVE OF ANY CONFLICT OF LAW PRINCIPLES, (II) SHALL ENTERTAIN ANY MOTION TO DISMISS, MOTION TO STRIKE, MOTION FOR JUDGMENT ON THE PLEADINGS, MOTION FOR

COMPLETE OR PARTIAL SUMMARY JUDGMENT, MOTION FOR SUMMARY ADJUDICATION, OR ANY OTHER DISPOSITIVE MOTION CONSISTENT WITH NEW YORK OR FEDERAL RULES OF PROCEDURE, AS APPLICABLE; (III) SHALL HONOR CLAIMS OF PRIVILEGE RECOGNIZED AT LAW; AND (IV) SHALL HAVE AUTHORITY TO AWARD ANY FORM OF LEGAL OR EQUITABLE RELIEF;

(E) THE ARBITRATION CAN RESOLVE ONLY YOUR AND/OR SISLEY'S INDIVIDUAL CLAIMS, AND THE ARBITRATOR SHALL HAVE NO AUTHORITY TO ENTERTAIN OR ARBITRATE ANY CLAIMS ON A CLASS OR REPRESENTATIVE BASIS, OR TO CONSOLIDATE OR JOIN THE CLAIMS OF OTHER PERSONS OR PARTIES WHO MAY BE SIMILARLY SITUATED;

(F) THE ARBITRATOR SHALL ISSUE A WRITTEN AWARD SUPPORTED BY A STATEMENT OF DECISION SETTING FORTH THE ARBITRATOR'S COMPLETE DETERMINATION OF THE DISPUTE AND THE FACTUAL FINDINGS AND LEGAL CONCLUSIONS RELEVANT TO IT (AN "AWARD"). JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF OR HAVING JURISDICTION OVER THE RELEVANT PARTY OR ITS ASSETS;

(G) IN THE EVENT YOU ARE ABLE TO DEMONSTRATE THAT THE COSTS OF ARBITRATION WILL BE PROHIBITIVE AS COMPARED TO THE COSTS OF LITIGATION, SISLEY WILL PAY AS MUCH OF YOUR FILING AND HEARING FEES IN CONNECTION WITH THE ARBITRATION AS THE ARBITRATOR DEEMS NECESSARY TO PREVENT THE ARBITRATION FROM BEING COST-PROHIBITIVE, REGARDLESS OF THE OUTCOME OF THE ARBITRATION, UNLESS THE ARBITRATOR DETERMINES THAT YOUR CLAIM(S) WERE FRIVOLOUS OR ASSERTED IN BAD FAITH;

(H) IN THE EVENT YOU RECOVER AN AWARD GREATER THAN SISLEY'S LAST WRITTEN SETTLEMENT OFFER, THE ARBITRATOR SHALL ALSO HAVE THE RIGHT TO INCLUDE IN YOUR AWARD SISLEY'S REIMBURSEMENT OF YOUR REASONABLE AND ACTUAL OUT-OF-POCKET ATTORNEYS' FEES ASSOCIATED WITH THE ARBITRATION, BUT SISLEY SHALL IN ALL EVENTS BEAR ITS OWN ATTORNEYS' FEES; AND

(I) WITH THE EXCEPTION OF SUBPART (E) ABOVE, IF ANY PART OF THIS ARBITRATION PROVISION IS DEEMED TO BE INVALID, UNENFORCEABLE OR ILLEGAL, OR OTHERWISE CONFLICTS WITH THE APPLICABLE RULES, THEN THE BALANCE OF THIS ARBITRATION PROVISION SHALL REMAIN IN EFFECT AND SHALL BE CONSTRUED IN ACCORDANCE WITH ITS TERMS AS IF THE INVALID, UNENFORCEABLE, ILLEGAL OR CONFLICTING PROVISION WERE NOT CONTAINED HEREIN. IF, HOWEVER, SUBPART (E) IS FOUND TO BE INVALID, UNENFORCEABLE OR ILLEGAL, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID, AND NEITHER YOU NOR SISLEY SHALL BE ENTITLED TO ARBITRATE THEIR DISPUTE, AND MUST INSTEAD BRING ANY CLAIMS IN A COURT OF COMPETENT JURISDICTION.

(J) SISLEY MAY MODIFY THESE ARBITRATION PROVISIONS, BUT SUCH MODIFICATIONS SHALL ONLY BECOME EFFECTIVE THIRTY (30) DAYS AFTER SISLEY HAS GIVEN NOTICE OF SUCH MODIFICATIONS AND ONLY ON A PROSPECTIVE BASIS FOR CLAIMS ARISING FROM SISLEY TRANSACTIONS OCCURRING AFTER THE EFFECTIVE DATE OF SUCH NOTIFICATION.

(K) NOTWITHSTANDING THE FOREGOING ARBITRATION PROVISIONS, AT YOUR OPTION, YOU MAY BRING ANY CLAIM YOU HAVE AGAINST SISLEY IN YOUR LOCAL SMALL CLAIMS COURT WITHIN THE UNITED STATES, IF YOUR CLAIM IS WITHIN SUCH COURT'S JURISDICTIONAL LIMIT; PROVIDED SUCH COURT DOES NOT HAVE THE AUTHORITY TO ENTERTAIN ANY CLAIMS ON A CLASS OR REPRESENTATIVE BASIS, OR TO CONSOLIDATE OR JOIN THE CLAIMS OF OTHER PERSONS OR PARTIES WHO MAY BE SIMILARLY SITUATED IN SUCH PROCEEDING.