

MANGO

Business Description

Brands and Warehouses

MANGO

MNG

MANGO OUTLET

Current season items

9 Countries where we operate as MNG:

Honduras, Nicaragua, Guatemala, Panama, Venezuela, Ecuador, Bolivia, Argentina and
Australia

6 Countries with inverted collection selling previous collection due to climate:

Chile, Peru, Brazil, Argentina, Paraguay and South Africa

8 reverse franchisee markets:

Japan (Locondo)	Colombia (Mercadeo)
Philippines (Trimarket)	Saudi Arabia (Alhokair)
UAE (Azadea)	Indonesia (MAP)
Thailand (LMVS)	South Korea (MRK)

Stock is stored in the main Mango warehouse located in Lliçà d'Amunt (Barcelona),
operated by internal Mango staff.

Past season items

Stock stored in the main Mango outlet warehouse located in
Galicia (Spain), operated by an external company named
Jevaso, responsible for reconditioning the items for future
sale.

Offline Stores

Types of OFFLINE stores

Customers can contact **Mango Customer Service** for any issue or doubt related to purchases made in any Mango store except from reverse franchises and corners located in department stores (ex. *El Corte Inglés*):

CORPORATE STORES

Support provided by Mango
customer service partner

DEPOSIT FRANCHISES

Mango bills the franchisee based on their sales. At the end of the season, Mango recovers the unsold stock to distribute it to the outlets.

Support provided by Mango
customer service partner

FIRM FRANCHISES

Mango does not recover the unsold stock at the end of the season; it remains with the franchisee.

Support provided by Mango
customer service partner

REVERSE FRANCHISES

Support provided by an external partner hired by the franchisee

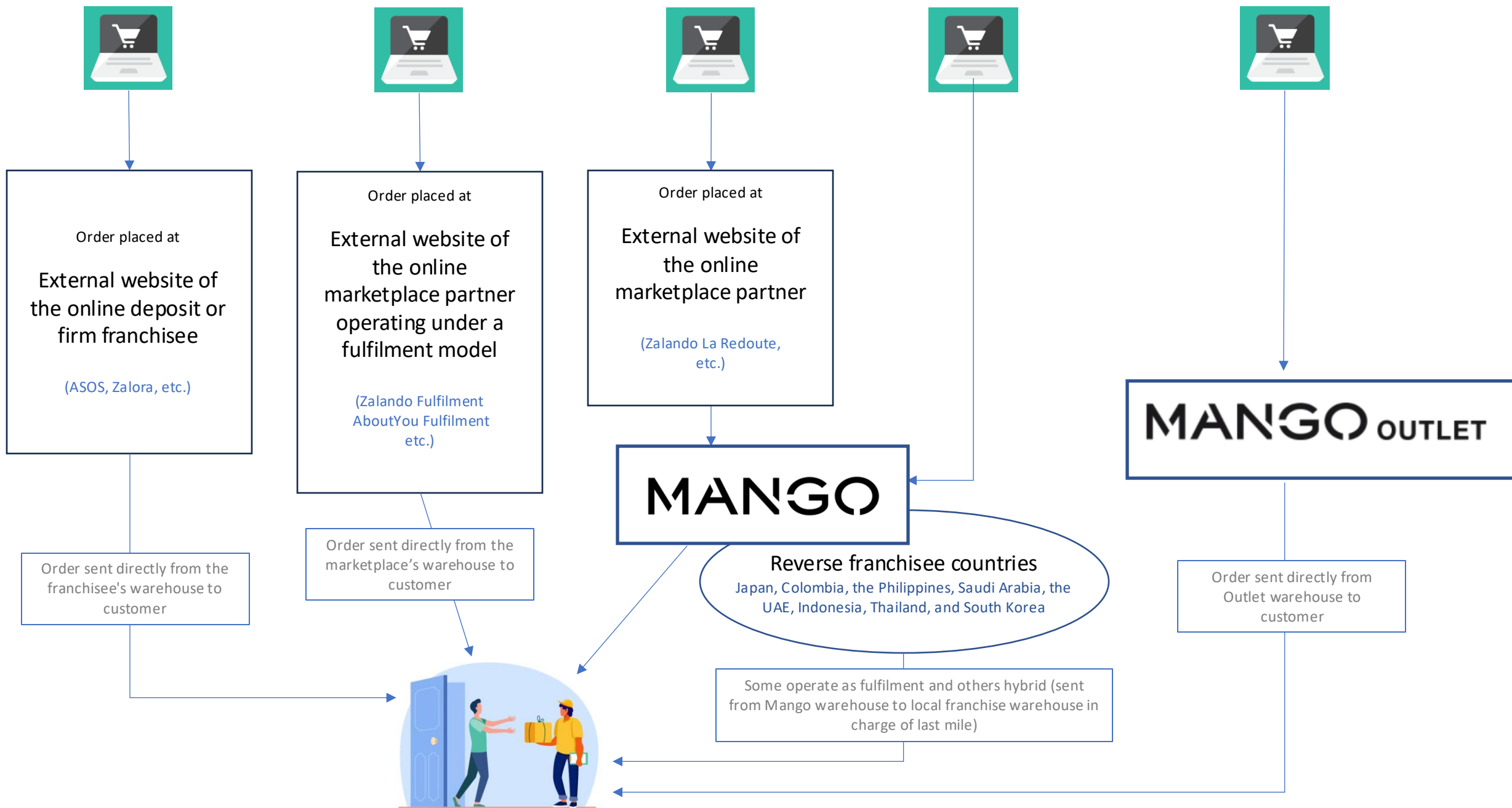
(Contact email/phone published in the "Help" section at MANGO.COM of each country)

MULTI-BRAND DEPT. STORES

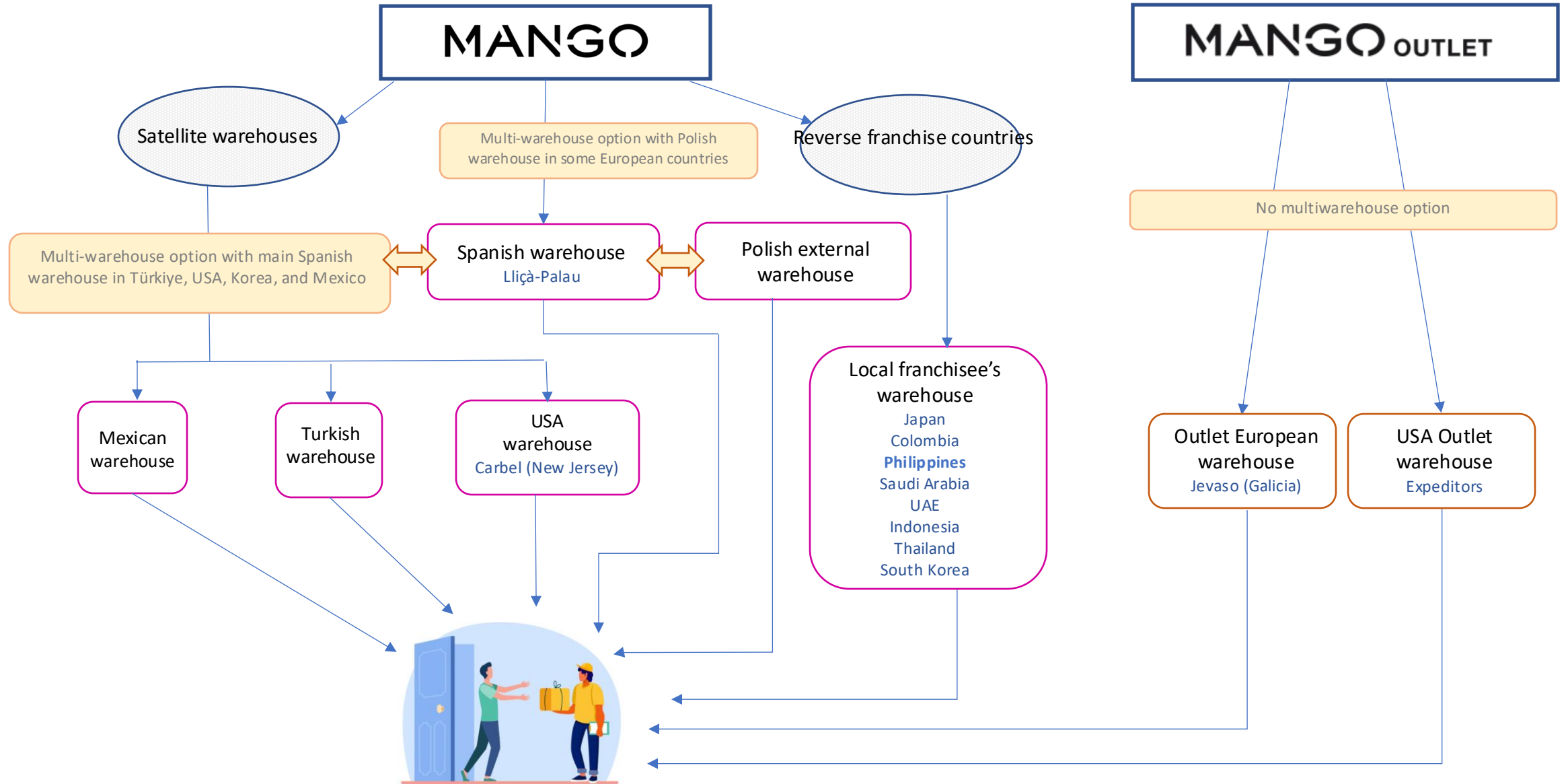
Support provided by the department store's own customer service

(Contact email/phone number of the department store (e.g. House of Fraser in the UK or El Corte Inglés in Spain and Portugal)).

Online Stores



ALMACENES ENVÍO



Types of ONLINE marketplaces

MARKETPLACES

(Zalando, AboutYou, Miinto, LaRedoute, etc.)

Shipments from main Mango warehouses

Returns to main Mango warehouses

Fulfilment: Orders are shipped from partner's warehouse, and returns are received at the partner's warehouse.

Customers should contact the marketplace's Customer Service (except LaRedoute).

If the Marketplace needs assistance to respond, they contact Mango; Mango responds to the marketplace, and the marketplace responds to the customer.

REVERSE MANGO.COM FRANCHISES

Each partner has specific shipping and return conditions.

Customers must contact the partner's Customer Service (contact emails published in "Help" section on MANGO.COM)

There are currently 8:

Japan, Colombia, Philippines, Saudi Arabia, UAE, Indonesia, Thailand and South Korea.

In case we receive a message of a customer from these countries, we must escalate to "Reverse Partner" through Salesforce.

Types of ONLINE franchises

FIRM FRANCHISES

(ASOS, Fallabela, The Iconic, etc.)

Shipments and returns from/to the partner's warehouse.

Mango does not recover the remaining stock at the end of the season;
it remains with the franchisee.

Customers must contact the partner's Customer Service.

DEPOSIT FRANCHISES

(Answer, Brandalley, Fullbeauty, etc.)

Shipments and returns from/to the partner's warehouse.

Mango invoices the franchisee based on their sales. At the end of the season, Mango recovers the remaining stock to distribute to its outlets.

Customers must contact the partner's Customer Service.

Key points MANGO.COM & MANGOOUTLET.COM

PURCHASE CONDITIONS

Orders at MANGO.COM: via the website, Mango App or through the iPads in Mango stores.

Orders at MANGOOUTLET.COM: only via the website. (No App available)

Items that sold out before completing the purchase: the stock of the items added to the bag is not reserved. Therefore, refund will be immediately processed, and customer will be automatically notified by email.

PURCHASE CONDITIONS

- **Search engine**: the website allows to search by reference, model name or keywords (example: red pants).
IT is currently working in a new improved version (coming soon).
- **Filters**: colour, size, item description or price range.
- **Order**: by ascending or descending price.
- **Shipping as gift not available**: no special packaging or wrapping. Delivery note or invoice without prices also not possible.
- **Stock availability depends on the country** (specific local limitations may apply).

PURCHASE CONDITIONS

➤ **We do not ship to all countries.**



We only ship to countries marked with the shopping bag icon in the main drop-down country selector.

If the country appears on the list without the shopping bag icon, it means that this country only has or once had physical stores. In these countries, the website serves as a catalogue.

If the country doesn't appear at all on the list, it means Mango has never sold items there, either in stores or online.

PURCHASE CONDITIONS

- **“I want it!” option:** to receive a notification when the item in the selected size is back in stock.

NEW NOW / SELECTION

HEELED LEATHER SANDALS WITH STRAPS

£ 109.99



Black

3

Last few items!

4

Last few items!

5

6

Last few items!

7

Not available. I want it! 

8

Last few items!



HEELED LEATHER SANDALS WITH STRAPS

We will notify you immediately if the item becomes available again

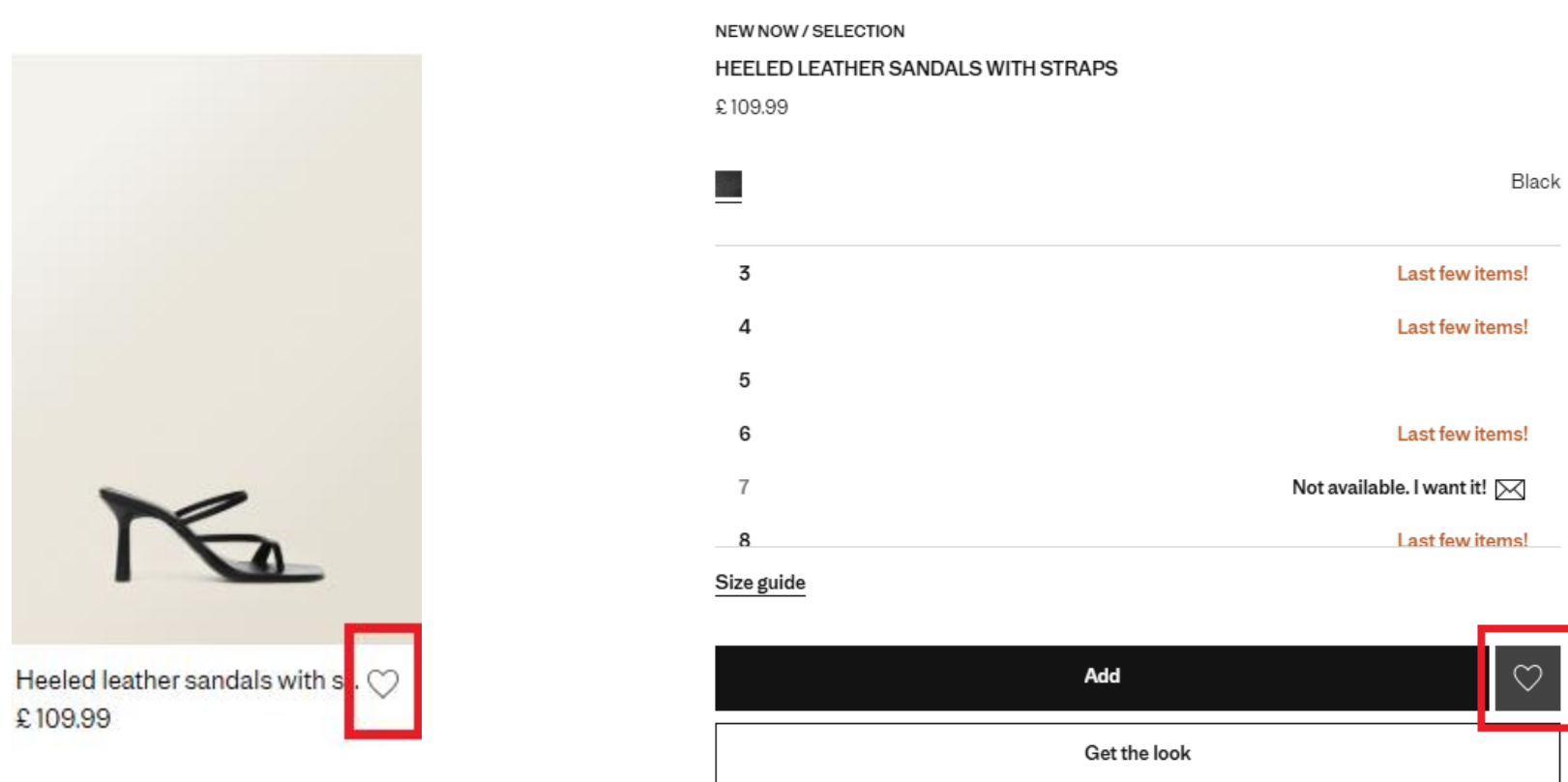
E-mail

Let me know

By requesting an availability notification, you confirm that you have read the [Privacy Policy](#).

PURCHASE CONDITIONS

- **“Wishlist” option** allows to save favourite items by clicking on the heart icon from the search view or from the product details.



PURCHASE CONDITIONS

- **Purchase as Guest:** If the customer does not want to register or log on the website to place an order, the website allows to continue with the purchase as guest.

If the customer has an account, the purchase will not be added in My purchases and no Likes will be added either.

SIGN IN

Complete this field to continue



Complete this field to continue



Stay signed in

Sign in

[Forgotten your password?](#)

CREATE YOUR ACCOUNT

- ✓ Save your details to shop more comfortably
- ✓ Track and manage your order more easily
- ✓ Enjoy all the benefits of the Mango Club experience

Create account

[Continue as a guest](#)

Thank you!

MANGO