

GENERAL TERMS AND CONDITIONS

1. INTRODUCTORY PROVISIONS

These terms and conditions (hereinafter referred to as the “Terms”) govern the rights and obligations between:

Seller:

Prostor, spol. s r.o.

Company ID: 46980024

Registered address: Šimáčkova 204, 628 00 Brno

Business premises: Drážní 1182/5, 627 00 Brno

E-mail: kreativni@prostor.cz

Phone: +420 607 552 687

(hereinafter referred to as the “Seller”)

and

the **Buyer** who concludes a purchase contract via the e-shop.

The terms and conditions are issued in accordance with Act No. 89/2012 Coll., the Civil Code, and Act No. 634/1992 Coll., on Consumer Protection.

2. INFORMATION FOR CONSUMERS

Before concluding the contract, the Buyer is informed about:

- the main characteristics of the goods
 - the price including VAT and all fees
 - the methods of payment and delivery
 - rights from defective performance
 - the right to withdraw from the contract
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3. CONCLUSION OF THE CONTRACT

The purchase contract is formed by sending the order by the Buyer and its confirmation by the Seller.

The Buyer is obliged to provide true and complete information.

The Seller reserves the right to refuse the order in the event of an obvious price error or abuse of the system.

4. PRICES AND DISCOUNTS

All prices are listed including VAT.

In the case of a discount, **the lowest price for the last 30 days before the discount is provided is always listed.**

5. PAYMENT TERMS

The Buyer can pay the price:

- by bank transfer
- by online card
- by cash on delivery
- in person upon receipt

The invoice is issued electronically.

6. DELIVERY OF GOODS

The goods are delivered by carriers or by personal collection.

The Buyer is obliged to check the shipment upon receipt.

If the Buyer does not accept the shipment without reason, the Seller has the right to compensation for the actually incurred costs (especially shipping and packaging).

7. COMPLAINTS PROCEDURE (RIGHTS FOR DEFECTIVE PERFORMANCE)

The Seller is responsible for ensuring that the goods are free from defects upon receipt.

The buyer has the right to:

1. bringing into conformity (repair or replacement)
2. a reasonable discount
3. withdrawal from the contract

Conditions:

- The buyer may choose repair or replacement
- The seller may choose an alternative if the chosen method is impossible or disproportionately expensive

Withdrawal is possible if:

- the defect is not eliminated
- the defect recurs
- the defect is substantial

Time limits:

- the complaint must be settled within 30 days
- rights can be exercised within 24 months from the date of receipt

8. WITHDRAWAL FROM THE CONTRACT

The buyer has the right to withdraw from the contract within 14 days without giving a reason.

Conditions:

- The period runs from the receipt of the goods
- The buyer bears the costs of returning
- The goods must be returned without excessive wear

Refund:

- Within 14 days of withdrawal
 - At the earliest after receipt of the goods or proof of shipment
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9. DIGITAL CONTENT

In the case of the sale of digital content, the Buyer will be informed

- Functionality
- Compatibility
- Technical requirements
- Scope of license

The Buyer acknowledges that he may lose the right of withdrawal for digital content after it is made available.

10. GDPR AND PERSONAL DATA PROTECTION

Personal data is processed for the purpose of:

- Processing the order
- Fulfillment of legal obligations
- Any marketing (based on consent)

Details are provided in a separate document "Principles of Personal Data Protection".

Legal relations are governed by the law of the Czech Republic, without prejudice to consumer protection under the law of the consumer's country.

Personal data is processed for order fulfillment and legal obligations.

11. OUT-OF-COURT DISPUTE RESOLUTION

The Czech Trade Inspection Authority is responsible for resolving disputes.

12. FINAL PROVISIONS

These Terms and Conditions are effective from 1. 3. 2026.

The Seller reserves the right to change the Terms and Conditions.