

# **General Terms and Conditions**

of the online store [www.magaela.com](http://www.magaela.com)

## **I. Introductory Provisions and Definitions**

**1.1** These General Terms and Conditions (hereinafter referred to as the “Terms and Conditions” or “GTC”) govern the legal relationship between:

**Business Name:** Magaela s. r. o.

**Registered Address:** Vyšehradská 3732/12, 851 06 Bratislava, Slovak Republic

**Registration:** Commercial Register of the District Court Bratislava III, Section: Sro, File No. 174393/B

**Company ID (IČO):** 55 896 731

**Tax ID (DIČ):** 2122126897

**VAT ID (IČ DPH):** SK2122126897

**Bank Account:** Tatra banka, a.s. IBAN: SK39 1100 0000 0029 4918 3631

The Seller is a VAT payer.

(hereinafter referred to as the “Seller”)

and any individual who purchases goods or services offered by the Seller on the Seller’s website and who acts as a **Consumer** within the meaning of these General Terms and Conditions and the applicable laws of the Slovak Republic, specifically including but not limited to:

- Act No. 102/2014 Coll. on Consumer Protection in the Sale of Goods or Provision of Services under Distance Contracts or Contracts Concluded Outside the Seller’s Business Premises, as amended,
- Act No. 250/2007 Coll. on Consumer Protection, as amended,
- Act No. 22/2004 Coll. on Electronic Commerce, as amended,
- Act No. 40/1964 Coll. the Civil Code, as amended.

**1.1.1** The Seller can be contacted via:

**Email:** [magaela@magaela.sk](mailto:magaela@magaela.sk)

**Phone:** +421 917 088 983

**1.1.2** The address for sending written correspondence, complaints, contract withdrawals, and other communications is:

**Michalea Ďurišová, Vyšehradská 12S, 851 06, Bratislava, Slovakia**

**1.2** These General Terms and Conditions regulate the legal relationships between Buyers who are consumers and the Seller.

**1.3** The term "Online Store" is synonymous with "Electronic Store" and "Website."

**1.4** A **Buyer** is any person (natural or legal) who submits an order using the Seller's website order form or via other remote communication tools.

**1.5** A **Consumer** is a Buyer who is a natural person and who, when concluding a purchase contract through the Seller's website, is not acting within the scope of their business activity.

**1.6** Contractual relationships (as well as other legal relationships that may arise from such contracts) with Buyers who are legal entities or natural persons—entrepreneurs acting within the scope of their business activity (i.e., Buyers who do not qualify as Consumers) are governed by Act No. 513/1991 Coll., the Commercial Code, as amended.

**1.7** A **Distance Contract**, for the purposes of these Terms and Conditions, is a contract concluded between the Seller and the Consumer exclusively through one or more means of remote communication, without the simultaneous physical presence of the Seller and the Consumer—primarily via the website or other remote communication tools.

**1.8** The term **Purchase Contract** includes contracts for the purchase of products as well as contracts for the provision of services, as understood within the context of these Terms and Conditions.

**1.9** **Products** (also referred to as "Goods") are goods or services intended for sale and published on the Seller's website.

**1.10** The Seller is also the operator of the electronic system through which the website at the domain [www.magaela.com](http://www.magaela.com) is operated.

**1.11** The competent authority supervising legal compliance in the area of consumer protection is:

**Inspectorate of the Slovak Trade Inspection**

based in Trenčín, for the Trenčín Region

Hurbanova 59, 911 01 Trenčín, Slovakia

Department of Supervision

**Phone:** +421 32 640 01 09

**Fax:** +421 32 640 01 08

**Email:** [tn@soi.sk](mailto:tn@soi.sk)

**Website for submitting complaints or suggestions:**

<https://www.soi.sk/sk/Podavanie-podnetov-staznosti-navrhov-a-ziadosti/Podajte-podnet.soi>

**1.12** Buyers may also address complaints or suggestions directly to the Seller at the address listed in Section **1.1.2** of these Terms and Conditions. For faster processing, the Seller recommends that Buyers send complaints and suggestions via email to: [magaela@magaela.sk](mailto:magaela@magaela.sk).

Any complaint or suggestion will be assessed and handled by the Seller within **10 business days** of its receipt. The Buyer will be informed of the outcome in the same form the complaint or suggestion was originally submitted.

**1.13** In accordance with Section 3 (1)( n) of Act No. 102/2014 Coll., the Seller informs the Consumer that there are no specific codes of conduct to which the Seller has voluntarily committed. A code of conduct is understood to mean an agreement or set of rules that define the behavior of the Seller who has committed to follow such a code in relation to one or more specific commercial practices or business sectors, provided these are not established by law, other legal regulation, or an administrative authority's binding measure. The Seller has not committed to any such voluntary codes, and there is therefore no method by which the consumer could become acquainted with or obtain the text of such codes.

## **II. Product Order – Conclusion of the Purchase Agreement**

**2.1** The Buyer's proposal to conclude a purchase agreement is the submission of a product order by the Buyer using the electronic order form available on the Seller's website or via other remote communication tools.

**2.2** The purchase agreement between the Buyer and the Seller is concluded at the moment the order confirmation is delivered to the Buyer. This confirmation is sent electronically to the email address provided by the Buyer during the ordering process, in accordance with Section 2.1 of these Terms and Conditions.

**2.3** The purchase agreement is concluded **for a fixed term** and terminates upon the fulfillment of all obligations by both the Seller and the Buyer.

**2.3.1** The purchase agreement may also be terminated in other cases defined by the legal system of the Slovak Republic, particularly by mutual agreement of the contractual parties, withdrawal from the contract by the Buyer, or in other similar situations.

**2.4** The Seller informs the Buyer that placing an order obliges the Buyer to make payment for the ordered products, using the payment method selected during the order process.

### **III. Purchase Price and Payment Terms**

**3.1** The price of goods and services ordered through the Seller's Website (hereinafter referred to as the “purchase price”) is listed individually for each product and is valid at the time the order is placed by the Buyer.

**3.2** The official currency is the **euro (EUR)**.

**3.3** The purchase price of goods or services listed on the Seller’s Website is the **total price**, including **value-added tax (VAT)** and all other applicable taxes. This total price is clearly indicated on the Website.

**3.3.1** The purchase price **does not include** shipping costs or other expenses related to product delivery.

### **IV. Payment Methods**

**4.1** Payment for goods and services on the Seller’s Website can be made using the following methods:

- **4.1.1** Payment by credit/debit card via the payment gateway – **€0.00 incl. VAT**
- **4.1.2** Payment by bank transfer to the Seller’s account – **€0.00 incl. VAT**

### **V. Product Delivery**

**5.1** The Seller is obligated to fulfill the order and deliver the products to the Buyer within a **maximum of 30 days** from the conclusion of the purchase agreement (as per Section 2.2 of these Terms) and **payment of the total order price** by the Buyer. The 30-day period begins only after both conditions have been met.

**5.2** The place of delivery for the ordered products is the address specified by the Buyer in the order.

**5.3** Delivery of the product is carried out either:

- by the Seller directly to the Buyer (or to a person authorized by the Buyer to receive the product), or
- via third parties (such as delivery or courier services).

**5.4** Delivery is deemed completed once the Buyer (or their authorized representative) accepts the product.

**5.5** The Seller may send the goods in stock separately, and deliver the remainder of the order later, within the delivery timeframe set out in these Terms—**but only with the Buyer's consent** and **at no additional cost** to the Buyer.

**5.6** The Seller is obliged to deliver the ordered products in the correct quantity and quality, accompanied by tax documents and any additional documentation that is applicable or typical for the given goods or services.

## **VI. Product Acceptance**

**6.1** The risk of damage to the product and the liability for any damage passes to the Buyer upon proper acceptance of the product, regardless of whether the product is received by the Buyer personally or by a third party authorized by the Buyer. The Seller recommends that the Buyer inspects the delivery upon receipt.

**6.2 Ownership rights** to the products pass to the Buyer upon proper acceptance.

**6.3** The Seller has the right to **timely and full payment** of the order price from the Buyer for the delivered goods.

**6.4** If the ordered goods contain **preserved natural materials**, some shedding or falling of material may occur due to the **natural properties** of the preserved materials. This is **not a defect or a sign of poor quality**, but a **natural characteristic** of the preserved product.

## **VII. Shipping – Delivery Methods and Charges**

**7.1** The available delivery methods and their respective charges for ordered products are:

### **7.1.1 Delivery Methods:**

- **7.1.1.1** Delivery to a **Packeta pick-up point (SK, CZ)**

- **7.1.1.2 Courier delivery** via Packeta (SK, CZ) or UPS (rest of the world)
- **7.1.1.3 Personal pickup**

#### **7.1.2 Delivery Charges:**

- **7.1.2.1** Delivery to Packeta pick-up point – **€5.10 incl. VAT (SK, CZ)**
- **7.1.2.2** Courier delivery via Packeta – **€6.30 incl. VAT (SK, CZ)**, and delivery via UPS as from **€15-€55 incl. VAT (rest of the world)**, - please write us for an exact shipping cost for your country
- **7.1.2.3** Personal pickup – **€2.50 incl. VAT**

### **VIII. Buyer's Right of Withdrawal from the Purchase Agreement without Stating a Reason**

**8.1** If the Seller has duly and timely provided the consumer with information about the right to withdraw from the contract pursuant to Section 3(1)(h) of Act No. 102/2014 Coll., the consumer is entitled to **withdraw from a distance contract or a contract concluded outside the Seller's business premises within 14 days** from the date of:

- receipt of the goods** under point 8.1.1 of these Terms, in the case of contracts for the sale of goods,
- conclusion of the contract** for the provision of services, or
- conclusion of a contract** for the provision of digital content not supplied on a tangible medium.

**8.1.1** Goods are considered received by the consumer at the moment when the consumer or a third party designated by the consumer (other than the carrier) receives all parts of the ordered goods, or if:

- the goods ordered in a single order are delivered **separately**, at the moment the **last item** is received,
- the goods consist of **multiple parts or pieces**, at the moment the **final part or piece** is received,
- goods are delivered **repeatedly over a defined period**, at the moment the **first item** is received.

**8.1.2** If the Seller provides the consumer with the information required under Section 3(1)(h) of Act No. 102/2014 Coll. only subsequently, but no later than within 12 months

from the start of the withdrawal period under point 8.1 and the following, the 14-day withdrawal period begins on the day the Seller fulfilled the information obligation.

**8.1.3** If the Seller **fails to provide the required information** under Section 3(1)(h) of Act No. 102/2014 Coll., even subsequently within the period specified in point 8.1.2, the **withdrawal period expires after 12 months and 14 days** from the date the withdrawal period would have otherwise begun.

**8.1.4** The consumer may also **withdraw from the contract for the delivery of goods before the withdrawal period starts**.

**8.2** The consumer is obliged to **send back or return the goods to the Seller** or to a person authorized by the Seller to accept the goods **no later than 14 days** from the day of withdrawal. This does **not apply** if the Seller proposes to collect the goods personally or through an authorized person. The deadline is deemed to be met if the goods are handed over for transport on the last day of the period. (Section 10(1) of Act No. 102/2014 Coll.)

**8.3** If the consumer wishes to exercise this right, the **notice of withdrawal must be communicated to the Seller no later than the last day of the withdrawal period**. The withdrawal period is considered observed if the notice of withdrawal was sent to the Seller **on the last day of the period** to the following address:

**Roman Ďuriš, Holičská 11, P.O. Box 32, 85006 Bratislava 56, Slovakia**

This right may also be exercised at any of the Seller's business premises.

**8.4** The consumer may exercise the right to withdraw from the contract with the Seller in written form or in another durable medium; if the contract was concluded orally, any clearly worded statement by the consumer expressing their intent to withdraw from the contract (hereinafter referred to as the "notice of withdrawal") is sufficient.

**8.4.1** If the consumer withdraws from the contract, any ancillary contract related to the main contract from which the consumer has withdrawn is also cancelled from the outset. The consumer shall not be charged any costs or payments related to the cancellation of such ancillary contracts, except for the reimbursement of costs and payments referred to in Section 9(3) and Section 10(3) of Act No. 102/2014 Coll., or for

the price of a service if the contract concerned the provision of a service and the service was fully rendered.

**8.5** Upon withdrawal, both parties are obliged to return the benefits provided. The consumer is liable only for any reduction in the value of the goods resulting from handling the goods in a way beyond what is necessary to determine their nature and functionality. The consumer is not liable for any reduction in value if the Seller has not fulfilled the information obligation regarding the consumer's right to withdraw as per Section 3(1)(h) of Act No. 102/2014 Coll.

**8.6** The consumer may use the model withdrawal form for withdrawing from the purchase agreement without giving a reason. This form is freely accessible on the Seller's website.

**8.7** If the consumer withdraws in accordance with Act No. 102/2014 Coll., they bear the cost of returning the goods to the Seller under Section 10(3) of the Act, and also the cost of returning goods that, due to their nature, cannot be returned by post, unless the Seller has agreed to cover these costs or has failed to fulfill their obligation under Section 3(1)(i) of the Act.

**8.8** The Seller is obliged to **refund all payments received** from the consumer under or in connection with the contract, including **shipping, delivery, postage, and other costs and charges, without undue delay**, and **no later than 14 days** from the day the notice of withdrawal/the package was received. This is without prejudice to Section 8(5) of Act No. 102/2014 Coll.

**8.9** In accordance with Section 9(3) of Act No. 102/2014 Coll., the Seller is **not required to reimburse any additional costs** if the consumer **expressly chose a different delivery method** than the **cheapest standard delivery** offered by the Seller.

"Additional costs" means the difference between the delivery cost chosen by the consumer and the cost of the cheapest offered method.

**8.10** Parcels sent in the event of withdrawal **using cash on delivery (COD)** will **not be accepted** by the Seller. Buyers are **recommended to send parcels as registered mail** or in a similar way **without including a COD amount**.

**8.11** In the event of withdrawal, the consumer bears **only the cost of returning the goods** to the Seller or to a person authorized by the Seller to accept the goods. This does not apply if the Seller has agreed to bear those costs or has failed to meet their obligation under Section **3(1)(i)** of Act No. 102/2014 Coll.



**8.12** Apart from the obligations specified in paragraphs 1, 3 to 5 and § 9(3) of Act No. 102/2014 Coll., **the exercise of the right of withdrawal must not result in any additional costs or obligations for the consumer.**

**8.13** The right of withdrawal does not apply to goods and services listed in Section 7(6)(a) to (l) of Act No. 102/2014 Coll. Specifically:

- a) The provision of services, if the service began with the consumer's explicit consent, and the consumer declared that they were duly informed that by expressing such consent, they lose the right to withdraw from the contract after the service has been fully provided, and if the service has been fully provided.
- b) The sale of goods or services whose price depends on fluctuations in the financial market that cannot be controlled by the Seller, and which may occur during the withdrawal period.
- c) The sale of goods made to the consumer's specifications, custom-made goods, or goods specifically intended for a particular consumer, as well as goods that were not in stock at the time of purchase and were manufactured to order for a specific buyer.
- d) The sale of perishable goods or goods that deteriorate quickly.
- e) The sale of goods sealed for health protection or hygiene reasons, where the seal was broken after delivery.
- f) The sale of goods which, due to their nature, are inseparably mixed with other items after delivery.
- g) The sale of alcoholic beverages whose price was agreed at the time of contract conclusion, where delivery can occur only after 30 days and the price depends on market fluctuations outside the Seller's control.
- h) The performance of urgent repairs or maintenance requested by the consumer explicitly; this does not apply to contracts for services or contracts involving the sale of goods other than spare parts necessary for the repair or maintenance, concluded during a visit by the Seller at the consumer's home, if the consumer did not order these services or goods in advance.
- i) The sale of audio or video recordings, audiovisual content or computer software in sealed packaging, if the consumer has unsealed that packaging.
- j) The sale of periodicals, except for subscription agreements, and the sale of books not supplied in sealed packaging.
- k) The provision of accommodation services (other than for residential purposes), transport of goods, car rentals, catering services, or leisure activities if the contract stipulates a specific time or period for fulfilment.
- l) The provision of digital content not supplied on a tangible medium, if performance began with the consumer's explicit consent and acknowledgment that they thereby lose the right to withdraw.

**8.14** In the case of withdrawal from the contract, the Seller is obliged to refund the consumer **using the same payment method** by which the funds were received. A different method may only be used **with the consumer's consent**.

**8.15** When withdrawing from a contract involving the sale of goods, the Seller is not obliged to refund any payments under Section 9(1) of Act No. 102/2014 Coll. before the goods are returned or the consumer provides proof that the goods have been sent back to the Seller, unless the Seller proposes to collect the goods personally or through an authorized representative.

**8.16** If the consumer withdraws from a **service contract** and had granted **explicit consent** to commence performance **before the withdrawal period ended** pursuant to Section 4(6) of Act No. 102/2014 Coll., the consumer is only obliged to pay the Seller for the **portion of the service actually provided** up to the date of delivery of the withdrawal notice.

The price for the service actually provided shall be calculated **proportionally** based on the total agreed contract price. If the total price agreed in the contract is **disproportionately high**, the price for the provided portion shall be calculated based on the **market value** of the services delivered.

**8.17** The consumer is **not obliged to pay** for:

**8.17.1** Services provided during the withdrawal period, regardless of the extent of the service provided, if:

**8.17.1.1** The Seller did not provide the consumer with the information required under Section 3(1)(h) or (j) of Act No. 102/2014 Coll., as amended.

**8.17.1.2** The consumer did not grant the Seller **explicit consent** to begin the provision of services pursuant to Section 4(6) of Act No. 102/2014 Coll., as amended.

**8.17.2** Digital content that is **not supplied on a tangible medium**, either fully or partially, if:

**8.17.2.1** The consumer did not provide explicit consent for the commencement of digital content provision under Section 4(8) of Act No. 102/2014 Coll., as amended.

**8.17.2.2** The consumer did not declare that they had been properly informed that by giving such consent, they waive the right of withdrawal, or

**8.17.2.3** The Seller did not provide the consumer with confirmation in accordance with Section 6(1) or Section 6(2)(b) of Act No. 102/2014 Coll., as amended.

**8.18** If, under a contract concluded **outside the Seller's business premises**, goods are delivered to the consumer's home at the time of contract conclusion and, due to their nature, **cannot be returned by post**, the Seller is obliged to arrange **pickup of the goods at their own expense** within the period specified in Section 9(1) of Act No. 102/2014 Coll., as amended.

**8.19** The Seller hereby **informs the Buyer** that if the provision of services is to commence **before the withdrawal period expires**, or if the Buyer **requests such early commencement**, then:

**8.19.1** By giving consent to commence the provision of the service **before the withdrawal period ends**, the Buyer **loses the right of withdrawal** once the service has been **fully provided**.

**8.19.2** The Seller must obtain the **Buyer's explicit consent** for such early commencement and a declaration that the **Buyer was properly informed** as per clause **8.19.1** of these Terms and Conditions.

## **IX. Production of Goods Based on Buyer's Specifications**

**9.1** Custom-made goods may be arranged through **direct messaging** on the Facebook page [www.facebook.com/magaela.sk](https://www.facebook.com/magaela.sk), the Instagram account @magaela\_accessories, Etsy page, website [www.magaela.com](https://www.magaela.com), or by email at [magaela@magaela.sk](mailto:magaela@magaela.sk).

**9.2** The Seller agrees to manufacture goods **according to the Buyer's instructions**, and the Buyer agrees to **accept and pay** the agreed purchase price for the goods.

**9.3** Custom production includes communication regarding the Buyer's ideas, consultation on the **materials used** (e.g., textile flowers, preserved greenery, dried materials, decorative fruits, etc.), and the actual **production process**, after which the Seller sends product photos to the Buyer for evaluation.

The Buyer provides photos or links of items they would like made, specifies size, recipient, preferred colors and flowers, or any other particular requirements. The Buyer and Seller may also discuss **approximate prices** of the final products.

In case of partial dissatisfaction, **minor modifications** such as the addition/removal or partial substitution of materials can be accommodated.

**9.4** A **complete redesign** or creation of a new product is **not classified** as a modification. In such cases, the Buyer agrees to pay **10% of the price of the unused**

**product.** Therefore, the Buyer is required to **provide accurate instructions in advance**, including any factors that may influence the final appearance of the product.

**9.5** The Buyer further agrees that the custom order is **binding for both parties**, and in case of **cancellation after production**, the Buyer is obliged to pay **50% of the price** of the uncollected products.

**9.6** The Seller does not maintain a fixed price list. Prices vary depending on the **size, complexity, and materials used**. However, an approximate price estimate may be agreed upon, and if the price increases significantly, the Seller is obligated to inform the Buyer **in writing (via email) or by phone** and discuss further steps.

**9.7** The order may be supplemented with additional products either **before or after** production. However, **each additional photoshoot and sending of photos** for evaluation is **charged a fee of €3**, which includes a set of **1–10 high-resolution DSLR photos**.

Alternatively, the Buyer may request **quick low-resolution mobile phone photos free of charge**.

**9.8. Custom Order Fee.** The fee for custom-made orders is a **one-time, non-refundable charge** and is **not included** in the final price of the ordered products. It covers the costs incurred by the manufacturer related to communication, preparation (dyeing, material production), photography, scheduling, editing, and sending photos of the finished products for evaluation, as well as any subsequent minor adjustments. This fee must be paid **in advance**.

The amount of the fee is determined at the manufacturer's discretion, based on the number of products, complexity of execution, and materials used. The fee typically ranges from **€5 to €25**, with approximate guidelines as follows:

- a) €5–€10 for products priced between €0 and €49
- b) €10–€15 for products priced between €50 and €99
- c) €15–€25 for products priced above €100

**9.10. Cancellation Fee.** If the Buyer orders custom-made goods according to their instructions and agrees on all details with the manufacturer, but then requests different products before shipment, the Seller reserves the right to charge a **cancellation fee of 10% of the product price** to cover communication and production time.

If the Buyer cancels the order **after production is completed**, the Seller reserves the right to charge **50% of the product price**.

**9.11. Right to Refuse Returns on Custom Orders.** The Seller reserves the right to refuse to accept the return of custom-made goods, as these are produced according to the Buyer's exact instructions and were approved by the Buyer before shipment.

## **X. Alternative Dispute Resolution**

### **10.1.**

If the consumer is dissatisfied with how the Seller handled their complaint or believes that the Seller has violated their rights, the Buyer has the right to request remedy from the Seller. If the Seller refuses the request or does not respond within 30 days from the date the request was sent by the consumer, the consumer has the right to submit a proposal to initiate alternative dispute resolution in accordance with Section 12 of Act No. 391/2015 Coll. on Alternative Dispute Resolution of Consumer Disputes and on amendments to certain laws, as amended.

The competent authority for alternative dispute resolution with the Seller is the **Slovak Trade Inspection Authority** (contact details at: <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov.soi>), or another authorized legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (list available at <http://www.mhsr.sk/> or directly at <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov-1>).

The Buyer has the right to choose which of the listed ADR entities to address. The Buyer may submit a proposal for alternative dispute resolution using the online dispute resolution platform, available at <http://ec.europa.eu/consumers/odr/> or directly at <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>.

Alternative dispute resolution can only be used by a Buyer acting as a consumer when entering into and fulfilling the contract. ADR applies only to disputes between the consumer and the Seller arising from or related to the consumer contract, and only for contracts concluded at a distance.

An ADR entity may reject a proposal if the calculable value of the dispute does not exceed €20. The ADR entity may charge the consumer a fee for initiating ADR of up to €5 including VAT.

Further information regarding alternative dispute resolution between the Seller and the Buyer—consumer, arising from or related to the purchase contract as a consumer contract, is available on the website of the Ministry of Economy of the Slovak Republic at [www.mhsr.sk](http://www.mhsr.sk) and in Act No. 391/2015 Coll. on Alternative Dispute Resolution of Consumer Disputes and amendments to certain laws, as amended.

## **XI. Final Provisions**

### **11.1.**

The Seller reserves the right to amend the General Terms and Conditions (GTC). The obligation to notify the change in writing is fulfilled by publishing the amended GTC on the Seller's Website. In the event of changes to the GTC, the relationship between the Buyer and the Seller shall be governed by the GTC that were valid and effective at the time the Purchase Agreement was concluded, until its termination.

### **11.2.**

Contractual relationships (and any other legal relations arising from the contractual relationship) with natural persons who, when concluding the purchase contract under these GTC, do not act within the scope of their business activities (consumers), are governed, in addition to the general provisions of Act No. 40/1964 Coll., Civil Code, as amended, also by special regulations, especially Act No. 102/2014 Coll. on Consumer Protection in the Sale of Goods or Provision of Services based on contracts concluded at a distance or outside the Seller's business premises, and Act No. 250/2007 Coll. on Consumer Protection.

### **11.3.**

These General Terms and Conditions form an integral part of the Complaints Procedure and the Privacy Policy and Data Protection Notice of this Website. The Complaints Procedure and the Privacy Policy and Data Protection Notice documents are published on the Seller's Website domain.

### **11.4.**

These General Terms and Conditions come into force and effect upon their publication on the Seller's Website.

Date: 13.02.2022

This e-shop is certified at <http://www.pravoeshopov.sk>

