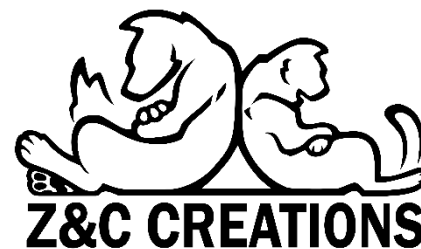


GENERAL TERMS AND CONDITIONS



ARTICLE 1. CONTACT DETAILS

- Soňa Sychrová
- Registered office / business address: Jenišovice 73, 468 33 Jenišovice
- Company ID No. (IČO): 23780568
- E-mail: fursuits@zccreations.cz

ARTICLE 2. SCOPE OF APPLICATION OF THE GENERAL TERMS AND CONDITIONS

- a. These General Terms and Conditions ("GTC") of the entrepreneur Soňa Sychrová, with registered office / business address at Jenišovice 73, 468 33 Jenišovice, Company ID No. (IČO): 23780568 (hereinafter referred to as "Z&C CREATIONS" or „we“), regulate, in accordance with Section 1751(1) of Act No. 89/2012 Coll., the Civil Code of the Czech Republic (hereinafter the "Civil Code"), the mutual rights and obligations of the parties arising in connection with or on the basis of a purchase contract (hereinafter the "Purchase Contract") concluded between Z&C CREATIONS and consumers or entrepreneurs (hereinafter also the "Customer" or "you") by means of e-mail communication at the e-mail address fursuits@zccreations.cz (hereinafter the "E-mail").
- b. The provisions of these GTC form an integral part of the Purchase Contract. The Purchase Contract and these GTC are drawn up in the Czech language. We may unilaterally amend or supplement the wording of these GTC. This shall not affect any rights and obligations arising during the period of effect of any previous version of the GTC.
- c. Z&C CREATIONS communicates primarily remotely (by distance means of communication). The Purchase Contract is concluded in the ways set out in Article 5 (as a default in written hard-copy form; or in another form as agreed between the parties). We conclude contracts in person exclusively at a sales stall; outside a sales stall only exceptionally and subject to prior express agreement. In the case of sales at a stall, the Purchase Contract is concluded at the moment when the goods are taken over and the price is paid (see Article 5(g)(II)).
- d. If any part of these GTC conflicts with what Z&C CREATIONS and the Customer have jointly agreed in the course of your purchase process by E-mail, that specific agreement shall take precedence over these GTC.
- e. The personal data you provide to us in connection with your order (in particular your name, e-mail address, telephone number and delivery address) are processed solely for the purposes of handling your order, invoicing and delivering the goods. We do not transfer your personal data to third parties, except for carriers or public authorities where required by law. Complete information on the processing of personal data will be provided upon request.
- f. By placing an order, the Customer expressly consents to the processing of their personal data to the extent necessary for the performance of the Purchase Contract.

ARTICLE 3. DEFINITIONS OF TERMS, ABBREVIATIONS AND SLANG EXPRESSIONS

- a. **Price** means the monetary amount that you will pay for the goods.
- b. **Delivery Price** means the monetary amount that you will pay for the delivery of the goods, including the cost of packaging.

- c. **Total Price** means the sum of the Price and the Delivery Price.
- d. **Invoice** means an accounting document issued by the Seller in respect of the Total Price of the agreed goods or services. The Seller is not registered for value added tax (VAT); therefore, the Invoice is not a tax document under the Czech Value Added Tax Act and does not state any VAT amount.
- e. **Pro forma Invoice** means a document by which the Seller calls upon the Buyer to pay a **Deposit**. A Pro forma Invoice serves solely as a payment request for the Deposit and, in itself, does not constitute an accounting or tax document evidencing a taxable supply.
- f. **Deposit** means a portion of the agreed Price paid by the Buyer in advance, before the commencement of, or during, the provision of the goods or services. The Deposit paid shall be set off against the Total Price under the Invoice.
- g. **Interim Payment** means a payment of a portion of the Price in excess of the Deposit already paid, made in particular after a certain stage of the order has been completed but before the issuance of the final Invoice. The sum of all Deposits, Interim Payments and the Balance Payment corresponds to the agreed Total Price.
- h. **Balance Payment** means the final remaining part of the agreed Price after deduction of all Deposits already paid and any Interim Payments, which is included in the final Invoice.
- i. **Order** means your binding offer to enter into a Purchase Contract for the purchase of goods with us.
- j. **Customer (you)** means any person who has concluded a Purchase Contract with us, the subject of which is goods from our range.
- k. **Buyer** (hereinafter also the "Customer") means a natural person or legal entity that enters into a contract with the Seller; in these GTC, both terms are used synonymously to refer to the same contracting party.
- l. **Goods or Product** means anything that we are able to offer you in our non-binding mutual communication
- m. **E-mail Communication** means a means of communication between the Customer and us.
- n. **Subject Line** means the text field containing brief information on what the E-mail Communication is about.
- o. **Amendment to the GTC** means a document setting out terms agreed by both parties that go beyond or deviate from these GTC and have been expressly approved by both parties.

ARTICLE 4. GENERAL PROVISIONS AND INFORMATION

- a. If we open commission slots for receiving orders from customers, i.e. the possibility to purchase a specific Product, such opportunity will be published on the website www.zccreations.cz (hereinafter the "Website").
- b. If we receive more Orders than there are available slots in the commission queue, Z&C CREATIONS reserves the right to select the Order that is most suitable for production and within our capabilities.

- c. The Customer will be informed of the acceptance or possible rejection of the Order by E-mail. **If the parties have agreed to conclude a separate written hard-copy Purchase Contract, we will inform the Customer of the acceptance or rejection before it is signed; otherwise, the e-mail regime under Article 5 shall apply.**
- d. When placing an Order, you are obliged to provide Z&C CREATIONS with complete and truthful information; we will therefore consider the information you have provided to us in the Order to be accurate and true.
- e. For the purpose of improving the services and Products of Z&C CREATIONS, we reserve the right to send a customer satisfaction questionnaire to the e-mail address or Telegram contact stated in the Order submitted by E-mail. If you do not agree with this, please do not provide any rating; you may also contact us if you wish to have an existing rating removed.
- f. The Products of Z&C CREATIONS are manufactured in a home environment in which a cat is present. Although we make every effort to prevent any contact of the animal with the Products and materials, the presence of trace allergens (such as animal hair) cannot be completely ruled out.
- g. The production time depends on the complexity of the Order and the position in the production queue. An approximate completion time will always be communicated to the Customer as part of the Order confirmation.
- h. The Customer agrees that photographs of the finished Product (for example, a costume) may be used for the purpose of presenting the work of Z&C CREATIONS, in particular on social media, on the Website or in our portfolio. If the Customer does not agree with such use, they are obliged to expressly inform us of this when confirming the Order.

If the Customer requires a so-called **“secret project”**, Z&C CREATIONS undertakes not to publish, prior to handover of the commission to the Customer, any photographs from which the overall final appearance of the Product could be clearly inferred. However, Z&C CREATIONS is entitled to use, during the creation process, **detailed, partial or otherwise edited shots** in which the final appearance of the Product is not recognisable.

Where the Customer requires **absolute non-publication** of photographs of the Product and its creation (i.e. a ban on use for the portfolio, the Website, social media and any other forms of presentation), the Customer must expressly state this already when confirming the Order; **this fact and the Customer’s request shall also be expressly stated in the Purchase Contract or in a written amendment to these GTC, which forms an integral part of the Purchase Contract.** In such a case, Z&C CREATIONS shall be entitled to include in the Total Price of the commission **additional costs** incurred due to the impossibility of including the Product in its portfolio and marketing presentation. The amount of these additional costs will be communicated to the Customer before the binding confirmation of the Order and, without the Customer’s approval thereof, the Order will not be accepted.

The arrangements regarding a “secret project” or absolute non-publication of photographs may be further specified between the parties in an amendment to these GTC, which forms an integral part of the Purchase Contract.

ARTICLE 5. CONCLUSION OF THE CONTRACT

- a. The Purchase Contract may also be concluded in the English language. In the event of any conflict or discrepancy between the Czech and English versions of these GTC, the Czech version shall prevail.
- b. The Purchase Contract may be concluded remotely via E-mail or another distance means of communication, or in person, either by signing a written hard-copy contract or by purchasing goods at a sales stall or other point of sale of Z&C CREATIONS. The specific procedure is set out in Article 5(f) to 5(g). The costs of using distance means of communication are borne by the Customer and do not differ from their basic rate (for example, Internet access charges). No additional fees are charged by the Seller beyond the Price of the goods. Before sending a binding Order, the Customer will receive an exact description of the goods, the Price and the terms necessary for the conclusion of the Purchase Contract. Where the Purchase Contract is concluded by E-mail, the Customer shall expressly confirm their agreement with these GTC in their binding reply.
- c. Before you send a binding Order, we will send you its draft.
- d. In order for us to be able to conclude the Purchase Contract, you must provide the following information in your E-mail:
 - I. Information about the Product being purchased (to be indicated in the Subject Line of the E-mail, where we require you to state this information).
 - II. Your identification and contact details necessary for delivery of the goods, in particular your first name, surname, delivery address, telephone number, e-mail address for future communication, and it is recommended that you also send a link to your Telegram account.
- e. During the process of creating the Order, the Customer may change and check the details until it is completed. After carrying out the review, the Customer finalises the Order by sending the E-mail. **In this reply, the Customer shall expressly confirm that they have acquainted themselves with these GTC and agree to them;** the wording of the confirmation may be in any form, provided that it clearly expresses their consent.
- f. **Unless expressly agreed otherwise, the Purchase Contract shall be concluded exclusively as a separate written hard-copy purchase contract.** The procedure for concluding the written contract is set out in Article 6(e).
- g. **Where the parties expressly agree on a different form,** the Purchase Contract may be concluded as follows:
 - I. **remotely by E-mail** – the Purchase Contract is concluded **by the Seller's confirmation of the Order** with these GTC (and any Amendment thereto) attached.
 - II. **in the course of an in-person sale (for example, at a stall)** – the Purchase Contract is concluded **at the moment the Goods are taken over and the Price is paid; it is deemed** that the parties have agreed on this form by the very manner of the purchase.
 - III. **in written form using a recognised electronic signature** – the Purchase Contract is concluded **at the moment of delivery** of the version signed by the Seller.

- h. There may also be cases in which we are unable to confirm your Order. This applies in particular where our capacity to accept further commission work has been reached, or where you order a higher number of pieces of goods than we are able to allow.

Information on the maximum number of available slots for commission work will be provided to you upon request at the contact E-mail stated in these GTC.

After the launch of the online shop, there may also be situations where goods offered in the online shop are not available, or where you order a higher number of pieces of goods than is permitted for a single Order. Information on the maximum number of pieces of goods per Order will, after the launch of the online shop, be stated on the Website at www.zccreations.cz. The provisions of this paragraph relating to the online shop shall apply only from the date on which information about its launch is published.

If there is any reason why we are unable to confirm the Order, we will contact you and send you an offer to conclude the Purchase Contract in an amended form compared to the Order. In such a case, the Purchase Contract is concluded at the moment when you confirm our offer.

- i. In the event that a clearly incorrect Price is stated on the Website or in the Order, we shall not be obliged to supply the Goods to you at such Price, even if you have already received an Order confirmation and the Purchase Contract has thus been concluded. In such a situation, we will contact you without undue delay and send you an offer to conclude a new Purchase Contract in an amended form compared to the Order. In such a case, the new Purchase Contract is concluded at the moment when you confirm our offer. An obvious error in the Price shall be deemed to include, for example, a situation where the Price does not correspond to the usual price charged by other sellers, or where a digit is missing or added.
- j. Once the Purchase Contract has been concluded, you become obliged to pay the Total Price, or the relevant part thereof as otherwise agreed under an agreement which, pursuant to point 2(d), takes precedence over these GTC.
- k. In certain cases, we allow a discount to be applied to the purchase of the Goods. In order for the discount to be granted, you must include the details of such discount in the draft Order in your E-mail. If you do so, the Goods will be supplied to you with the discount applied.
- l. To obtain the Total Price, you may send a request by E-mail to fursuits@zccreations.cz. We will reply to you as soon as reasonably possible. The Customer will receive a complete quotation, which will include the Price, the Delivery Price, the Total Price, information on any possible additional costs and the method of payment. Our time spent on consultations is not included in the draft quotation.
- m. Where terms are agreed between the parties that go beyond these GTC and, in accordance with point 2(d), take precedence over them, a file entitled "Dodatek k VOP.pdf" (Amendment to the GTC) will be attached to the E-mail together with these GTC, once both parties have subsequently approved the Amendment to the GTC.
- n. Where an Amendment to the GTC has been agreed, the Customer will be informed, in the summary of the Order in the E-mail communication, that the file has been attached.

ARTICLE 6. PRICES, PRICE CHANGES, PAYMENT TERMS AND RETENTION OF TITLE

- a. The Price is usually stated on the Website and represents the minimum Price for the specific Product. The Price may increase depending on the complexity of the requested original creation.
- b. The Price of the Goods is set out in the binding Order, which the Customer confirms by E-mail. Once the Order has been confirmed by the Customer by E-mail, the Price of the Goods cannot be changed unless we and the Customer agree otherwise on the basis of a specific request to modify the Goods (for example, by adding new elements to the Goods, such as to the costume). Any such changes will always be communicated to the Customer in advance and must be approved by both parties.
- c. In the event of any discrepancy between the Price indicated for the Goods on the Website and the Price stated in the draft Order, the Price stated in the draft Order shall apply; this Price will always be identical to the Price in the Purchase Contract. The draft Order will also state the Delivery Price and, where applicable, the conditions under which delivery is free of charge.
- d. We will require payment of the Total Price from you after the Purchase Contract has been concluded and before the Goods are handed over. Payment of the Total Price may be made in accordance with the terms agreed in advance in the draft Order.
- e. Written hard-copy Purchase Contract (default form). The Buyer is obliged to sign the draft contract by hand and send a scanned copy thereof to the Seller's E-mail address. The Purchase Contract shall be deemed concluded at the moment the signed copy is delivered to the other contracting party by E-mail to the address specified in the contract. The original hard-copy documents shall be handed over between the parties upon handover of the Goods, unless otherwise agreed
- f. By signing this Purchase Contract, the Buyer confirms that they have acquainted themselves with the General Terms and Conditions of Z&C CREATIONS and any Amendment to the GTC, and that they agree with their content.
- g. Payments are usually made on the basis of Pro forma Invoices with a due date typically between 7 and 14 days; the specific due date is stated on the document.
- h. **Upon receipt of payment, we will issue and send the Invoice, or a payment confirmation, to the Customer in electronic form. Z&C CREATIONS is not registered for value added tax (VAT). The Prices stated are final and no VAT is added to them.**
 - I. **Distance sale: we will send the Invoice in electronic form (PDF) to the Customer's E-mail; upon request, we will also include a hard-copy with the shipment..**
 - II. **In-person / stall sales: we prefer cash payment.** Upon handover of the Goods, we will provide a **till receipt** printed on a **printer**; if printing is not available on site, we will issue a **handwritten receipt** from a receipt book. **Payment cards are not currently accepted**; they may be made available on an exceptional basis, and we will inform you of their availability directly on site. Upon request, we will also issue and send an **electronic** (or, where applicable, **paper**) **Invoice**. The Invoice shall be deemed delivered **at the moment of dispatch** to the e-mail address provided by the Customer. **Business identification details (Company ID /**

VAT ID) will be included if the Customer provides them **no later than at the time of payment.**

- i. Title to the Goods shall pass to the Customer only after full payment of the Purchase Price and handover of the Goods. The risk of damage to the Goods shall pass to the Customer at the moment the Goods are taken over from the carrier. Upon receipt of the Goods, the Customer is obliged to check whether the Goods are not damaged. If the packaging of the Goods is damaged, the Customer has the right to refuse to accept the shipment.
- j. If the Customer does not take over the Goods and does not inform us that the shipment was damaged during transport, the Goods shall be deemed to have been duly delivered and responsibility for any damage to the Goods shall pass to the Customer.
- k. After confirmation of the Order, the Customer is obliged to pay a **Deposit** amounting to approximately 30% of the Total Price. Thereafter, before the commencement of work on the commission, the Customer is obliged to pay an additional amount so that the total paid reaches 70% of the Total Price (an **Interim Payment**). The remaining 30% of the Total Price, including any additional costs (for example, further modifications requested by the Customer or additional elements ordered for the Product on top of the original Order), shall be payable upon handover of the finished Goods, or prior to their dispatch, as applicable. The amount of each individual payment will always be specified in the Order confirmation.
- l. Additional costs may arise, for example, as a result of changes requested by the Customer during the production process, or due to the need to use additional materials.
- m. Unless expressly provided otherwise in these GTC, the general payment provisions shall apply. For the so-called *reference sheet* (character reference artwork), the special provisions set out in the section "Reference sheet (character reference)" shall apply
- n. Handling of outstanding receivables:
 - I. In the event of a delay by the Customer in paying the Purchase Price or any part thereof, Z&C CREATIONS shall be entitled to claim default interest at the statutory rate determined under the Civil Code of the Czech Republic and to demand reimbursement of all costs associated with the recovery of the receivable (for example, the costs of legal representation or collection services).
 - II. If the Customer fails to pay the receivable even after a prior reminder, Z&C CREATIONS shall be entitled to pursue its recovery through court proceedings. As a last resort, the unpaid receivable may be assigned (sold) to a third party in accordance with Section 1952 et seq. of Act No. 89/2012 Coll., the Civil Code of the Czech Republic. The Customer shall be informed of any such assignment.
- o. For Buyers with their residence or registered office outside the territory of the Czech Republic, the Price is, as a rule, agreed and invoiced in EUR, unless the Parties expressly agree otherwise. The Seller and the Buyer may, by mutual agreement, choose a different currency for payment (for example CZK or USD). The chosen currency shall always be stated in the Purchase Contract and correspondingly on the relevant invoices. The Buyer shall pay the Price by non-cash bank transfer to the Seller's account indicated on the

invoice (IBAN and BIC/SWIFT); Buyers within the European Union are recommended to use SEPA payments in the agreed currency.

The Seller does not charge the Buyer any specific fees for the use of a particular means of payment where such surcharges are prohibited by the legal regulations of the European Union or of the Czech Republic. However, the Price agreed in the Purchase Contract must be paid in full. If the amount credited to the Seller's account is lower than the amount stated on the relevant invoice in the agreed currency (for example as a result of the Buyer's bank charges or international payment processing), the Buyer's obligation to pay the Price shall be deemed fulfilled only upon payment of the outstanding difference. After prior notice to the Buyer, the Seller may charge this difference as a separate item within the final payment.

ARTICLE 7. REFERENCE SHEET (CHARACTER REFERENCE)

- a. Customer's obligation to provide a reference sheet
 - I. The Customer is obliged, for any Order of a custom costume made to their own design, to provide a sufficient visual reference of the character (the so-called *reference sheet*, hereinafter the "Reference Sheet"), which must contain a clearly identifiable appearance of the character, the colour scheme and any further specifications necessary for production.
- b. Provision of the Reference Sheet through Z&C CREATIONS
 - I. If the Customer does not have a Reference Sheet, Z&C CREATIONS shall, at the Customer's request, arrange for the creation of the Reference Sheet by a cooperating independent artist (hereinafter the "Artist"). The Artist is not an employee of Z&C CREATIONS nor a commercial agent of Z&C CREATIONS within the meaning of Sections 2455 et seq. of Act No. 89/2012 Coll., the Civil Code of the Czech Republic; however, Z&C CREATIONS provides this service to the Customer in its own name and is responsible for duly arranging it, in line with its reputation and its contractual relationship with the Customer.
- c. Price and payments
 - I. The service of creating the Reference Sheet is invoiced to the Customer separately, before the conclusion of the Purchase Contract for the custom-made costume, as it is not possible to calculate the price of the Product without the Reference Sheet.
 - II. The Customer is obliged to pay a **Deposit** of 20% of the total agreed price of the work before the start of work. This Deposit is refundable only until the moment the creation of the first sketch begins.
 - III. At the moment when the sketch has been created and submitted to the Customer for approval, the Deposit becomes non-refundable, as from that moment the artistic creation of the drawing is already in progress.
 - IV. The remaining 80% of the price shall be paid by the Customer upon handover of the completed Reference Sheet.
 - V. If the Customer requests any changes or adjustments after the sketch has been approved, the Customer acknowledges that this constitutes additional work or additional costs, which are charged separately, and the Customer undertakes to pay them together with the final part of the price.
 - VI. In accordance with Section 1837(d) of Act No. 89/2012 Coll., the Civil Code of the Czech Republic, the Customer may not withdraw from the contract, in this part, without giving any reason after the sketch has been approved, as it is an author's work created on a custom basis according to the Customer's specifications.

- d. Communication with the Artist
 - I. Once contact has been arranged, communication regarding the specific form and visual details of the Reference Sheet takes place directly between the Customer and the Artist. Z&C CREATIONS does not participate in these consultations; however, it ensures that the Reference Sheet is delivered in the agreed quality and in a form suitable for the production of the custom-made costume.
- e. Approval and defects
 - I. The Customer is obliged, during the creation of the Reference Sheet, to cooperate with the Artist, in particular by providing input materials and expressing comments on the drafts sent in a timely manner. Once the final version of the Reference Sheet has been approved by the Customer, the work shall be deemed duly completed and free of defects. It shall not be considered a defect of the work if, after approval, the Customer subsequently changes their mind regarding the appearance, colours or other details of the character.
- f. Changes and surcharges
 - I. If the Customer, during work already in progress, requests changes beyond the scope of the originally approved brief, Z&C CREATIONS shall be entitled to charge a surcharge for such changes. The Customer will always be expressly informed in advance that the requested change will be subject to an additional charge, and the change will only be carried out if the Customer expressly agrees to the surcharge.
- g. Copyright and licence
 - I. The Reference Sheet is a copyright work within the meaning of Act No. 121/2000 Coll., the Copyright Act of the Czech Republic, as amended. The Customer is entitled to further use the Reference Sheet for their own needs, including independently of the production of the costume. In the case of public use of the Reference Sheet (for example, publication online or in print), the Customer undertakes to state the name of the author of the work (the Artist), where the nature of the use allows this, in accordance with Section 12 et seq. of the Copyright Act.

ARTICLE 8. DELIVERY OF GOODS AND TRANSFER OF RISK OF DAMAGE TO THE GOODS

- a. The Goods will usually be delivered to you within a period of 0 to 4 weeks, by a delivery method of your choice from the following options:
 - I. within the Czech Republic, delivery via the carriers Česká pošta or PPL CZ
 - II. the EU, delivery via the carriers Česká pošta or DHL
 - III. worldwide, delivery via Česká pošta
- b. The Goods can be delivered worldwide in accordance with the current services offered by the carriers.
- c. The delivery time of the Goods always depends on their availability and on the chosen method of delivery and payment. The expected delivery time of the Goods will be communicated to you in the Order confirmation. The period stated here in these GTC is for guidance only and may differ from the actual delivery time. In the case of personal collection, we will always inform you of the possibility to collect the Goods by E-mail.
- d. After taking over the Goods from the carrier, you are obliged to check that the packaging of the Goods is intact and, in the event of any defects, to notify the carrier and us

without undue delay. If there is a defect in the packaging which indicates unauthorised handling or interference with the consignment, you are not obliged to take over the Goods from the carrier.

- e. If you breach your obligation to take over the Goods, except in the cases referred to in Article 8(d) of these GTC, this shall not result in a breach of our obligation to deliver the Goods to you. Nor shall your failure to take over the Goods be deemed a withdrawal from the Purchase Contract between you and us. However, in such a case we shall be entitled to withdraw from the Purchase Contract due to your material breach of the Purchase Contract. The Goods will first usually be stored at the relevant local post office for one week and, if they are not taken over, they will be returned to us. In such a case, we may refund you the Price of the Goods after deduction of our postal and operating costs. Withdrawal from the Purchase Contract shall not affect our right to payment of the Delivery Price, or our right to compensation for any damage caused, where applicable.
- f. If, for reasons arising on your side, the Goods have to be delivered repeatedly or in a manner other than that agreed in the Purchase Contract, you shall be obliged to reimburse us for the costs associated with such repeated delivery. We will send the payment details for these costs to your E-mail address specified in the Purchase Contract, and they shall be due 14 days from delivery of the E-mail.
- g. The risk of damage to the Goods passes to you at the moment you take them over. If you do not take over the Goods, except in the cases referred to in Article 8(d) of these GTC, the risk of damage to the Goods shall pass to you at the moment when you had the opportunity to take them over but, for reasons on your side, the takeover did not take place. The transfer of the risk of damage to the Goods means that from that moment you bear all consequences associated with any loss, destruction, damage or any other deterioration of the Goods.
- h. If the Goods are not indicated on the Website as being in stock and only an indicative availability period is stated, we will always inform you in the event of:
 - I. an extraordinary interruption in the production of the Goods, in which case we will always inform you of a new expected availability period or of the fact that it will not be possible to deliver the Goods
 - II. a delay in the delivery of the Goods from our supplier, in which case we will always inform you of a new expected delivery period

ARTICLE 9. RIGHTS ARISING FROM DEFECTIVE PERFORMANCE

- a. We guarantee that, at the time when the risk of damage to the Goods passes to you in accordance with Article 8(g) of these GTC, the Goods are free from defects, in particular that the Goods:
 - I. correspond to the agreed description, type and quantity, as well as to the agreed quality, functionality, compatibility, interoperability and other agreed features
 - II. are fit for the purpose for which you require them and which we have agreed to
 - III. are delivered with the agreed accessories and instructions for use, including assembly or installation instructions

- IV. are fit for the purpose for which Goods of this kind are normally used
 - V. by their quantity, quality and other features, including durability, functionality, compatibility and safety, correspond to the usual characteristics of Goods of the same kind which you may reasonably expect, also taking into account any public statements made by us or by another person in the same contractual chain, in particular in advertising or labelling
 - VI. are delivered with such accessories, including packaging, assembly instructions and other instructions for use, as you may reasonably expect
 - VII. correspond in quality or workmanship to any sample or template which was provided to you before the conclusion of the Purchase Contract
 - VIII. any trace occurrence of allergens (for example, animal hair) shall not be considered a defect of the Goods, if this has arisen despite reasonable measures taken and where the Goods have been produced in a home environment with animals and the Customer has been informed of this in advance.
- b. The rights and obligations in respect of rights arising from defective performance are governed by the applicable generally binding legal regulations, in particular Sections 2099 to 2117 and Sections 2161 to 2174b of Act No. 89/2012 Coll., the Civil Code of the Czech Republic, and by Act No. 634/1992 Coll., on Consumer Protection, as amended.
 - c. If the Goods have a defect, in particular if any of the conditions set out in Article 9(a) is not fulfilled, you may notify us of such defect and exercise your rights arising from defective performance (i.e. make a complaint about the Goods) by sending an E-mail to our addresses stated in our identification details. For the complaint, you may also use the model form provided by us, which forms Annex No. 1 to these GTC. When exercising your rights arising from defective performance, you must choose how you wish the defect to be remedied, and you may not change this choice later without our consent. We will handle the complaint in accordance with the right arising from defective performance that you have exercised.
 - d. The Customer has the right to complain about defects of the Goods that do not meet the agreed or statutory requirements (for example, material defects or defects in workmanship). The complaint does not cover subjective dissatisfaction with the design of the Goods (in particular costumes), if the design has been approved by the Customer in advance. In the case of hand-made production, reasonable deviations (for example, minor differences in shade, symmetry of stitching, etc.) are not considered defects, provided that they do not contradict the approved specification. A consumer is entitled to exercise rights arising from a defect that appears within 24 months of takeover; if a defect appears within 1 year of takeover, it is presumed that the Goods were defective at the time of takeover, unless this is excluded by the nature of the Goods or the defect. We recommend that you notify us of a defect without undue delay after discovering it. For entrepreneurs, the obligation under Article 9(m) of these GTC shall apply.

- e. For custom-made products, a complaint cannot be made on the grounds of dissatisfaction with the result if the Product has been made in accordance with the approved specification. If the Goods have a defect, you have the right to choose to have the defect remedied either by repair of the Goods or by delivery of new Goods free of defects (or by delivery of the missing part), unless the method chosen is impossible or, compared to the other method, disproportionately costly; this shall be assessed in particular with regard to the significance of the defect, the value that the Goods would have without the defect and whether the defect can be remedied by the other method without significant inconvenience to you.
- f. We are entitled to refuse to remedy the defect if this is impossible or disproportionately costly, in particular with regard to the significance of the defect and the value that the Goods would have without the defect.
- g. You further have the right to:
 - I. a reasonable reduction of the Price; or
 - II. withdrawal from the Purchase Contract,if:
 - III. we refuse to remedy the defect or do not remedy it in accordance with the applicable legal regulations
 - IV. the defect appears repeatedly
 - V. the defect constitutes a material breach of the Purchase Contract; or
 - VI. it is apparent from our statement or from the circumstances that the defect will not be remedied within a reasonable time or without significant inconvenience to you
- h. The right to withdraw from the Purchase Contract does not arise where the defect of the Goods is insignificant.
- i. If you have caused the defect to the Goods yourself, you shall not be entitled to rights arising from defective performance.
- j. Wear and tear caused by normal use of the Goods is not considered a defect; in the case of used Goods, wear and tear corresponding to the degree of their previous use is not considered a defect.
- k. When you make a complaint, we will issue a written confirmation stating:
 - I. the date on which the complaint was made,
 - II. the content of the complaint,
 - III. the method of resolution requested,
 - IV. your contact details for the purpose of informing you about the resolution of the complaint.

- l. Unless we agree on a longer period, we will remedy the defects and provide you with information on the resolution of the complaint without undue delay, but no later than 30 days from receipt of the complaint; failure to meet this deadline gives you the right to withdraw from the Purchase Contract or to claim a reasonable reduction of the Price.
- m. If you are an entrepreneur, you are obliged to notify and specify the defect without undue delay after you could have discovered it, but no later than three days after takeover of the Goods; otherwise you shall not be entitled to rights arising from defective performance.
- n. In the case of works of authorship (for example, a “reference sheet” – character reference artwork), a change of taste or opinion of the Customer after approval of the final version shall not be considered a defect; any subsequent changes can only be dealt with as a new commission for an agreed price.
- o. Sale of leftover materials
 - I. The Seller is entitled to offer for sale leftover materials (for example, faux fur, textiles, stuffing and similar) originating from the production of custom works. Such materials may show minor aesthetic or dimensional imperfections corresponding to their nature.
 - II. The Buyer acknowledges that these are leftover materials and not new Products; the limitations under Section 2167 and the legal regime for used items under Section 2168 of Act No. 89/2012 Coll., the Civil Code of the Czech Republic, shall apply.
 - III. The Seller is liable only for the fact that the leftover material corresponds to the description in the offer and is fit for the purpose for which such material is normally used.
 - IV. No guarantee shall apply to leftover material if the Buyer has been demonstrably informed in advance of its nature and any defects.
- p. The Seller provides the Buyer with a voluntary guarantee of quality for a period of 14 days from the date of takeover of the Goods, unless otherwise agreed in an Amendment to the GTC. This guarantee is in addition to the statutory rights arising from defective performance and does not limit them in any way. If a defect appears during this period, the Seller shall remedy it free of charge by repairing the Goods or replacing the Goods or a part thereof; the choice of the method of remedy belongs to the Seller. If repair or replacement is not possible or reasonable, the Seller shall provide a reasonable reduction of the Price. This guarantee does not constitute a right to return the Goods without giving any reason under Article 13 of these GTC.
- q. In the case of fursuits, given the nature of the Product, the following in particular shall be regarded as normal wear and tear (unless otherwise agreed): overall felting / flattening of the fur in friction zones (neck, armpits, joints, strap contact areas), minor pilling on textiles, reduction of fibre sheen, reasonable shedding of fibres / hairs, scuffing of soles and paw pads, compression of fillings, loosening of hook-and-loop fasteners, micro-scratches on painted parts and cosmetic changes caused by sweat or UV exposure. Such changes are not considered defects if they correspond to the intensity and manner of use.

- r. Rights arising from defective performance or from this voluntary guarantee do not arise if the defect has occurred in particular as a result of
 - I. mechanical damage (catching on an obstacle, fall, tearing)
 - II. use contrary to the care instructions or maintenance recommendations (for example, machine washing, tumble-drying, use of chemicals / solvents, prolonged exposure to high temperatures / UV),
 - III. improper repair or intervention,
 - IV. excessive strain beyond the normal use of the costume (acrobatics, intensive dance performances with falls, sporting activities),
 - V. neglect of ongoing maintenance and airing after use.
- s. **Procedure and hygiene:** The Buyer will receive care and maintenance guidelines upon takeover of the fursuit. When making a complaint or exercising rights under this guarantee, it is recommended to indicate the manner and intensity of use (approximately the number of hours / events), so that a defect can be distinguished from wear and tear. For hygiene reasons, the fursuit must be clean and dry when handed over for assessment; otherwise, the Seller may, before starting the assessment, require cleaning to be carried out in accordance with the applicable price list. This shall not affect the running of the statutory time limits for handling the complaint under Article 9 of these GTC.

ARTICLE 10. ETHICAL USE OF GOODS, HYGIENE AND LIMITATIONS OF RIGHTS

- a. The Customer acknowledges and agrees that the purchased Goods (in particular costumes) must not be used for any purposes connected with the creation, promotion or presentation of pornographic material, nor for any activity that could damage the good reputation of the creator (Z&C CREATIONS). This provision is aimed in particular at use in visual or audiovisual media containing sexually explicit content. A breach of this provision does not affect the Buyer's statutory rights; however, rights arising from defective performance and under any guarantee do not arise to the extent that the Buyer has caused the defect themselves, as follows from the Civil Code of the Czech Republic (see Sections 2169 and 2170 of Act No. 89/2012 Coll.).
- b. Hygiene and refusal to accept Goods. In view of our obligation to accept and deal with complaints under Section 19 of Act No. 634/1992 Coll., on Consumer Protection, and at the same time our preventive duty to protect health under Section 2900 of the Civil Code of the Czech Republic, we will not accept for assessment, repair or servicing any Goods where there is obvious biological contamination (in particular semen, blood, faeces, saliva or similar bodily substances), or where it becomes apparent that the Goods have been used for sexual activity. Biological contamination and changes resulting from it (such as stains, odour, matting or degradation of the material) are not considered defects within the meaning of these GTC, nor are they covered by any guarantee; such interventions are not provided even for a fee.

- c. Complaints without physical handover. In the cases referred to in letter (b), the Buyer exercises rights arising from defective performance without physically handing over the Goods, by providing photographic documentation and a description of the defect. If repair or replacement is impossible or disproportionately costly, the Seller shall provide a reasonable reduction of the Price or a refund of the Price; this corresponds to the regime of Section 2170(2) in conjunction with Section 2169 of the Civil Code of the Czech Republic. Where compensation is provided without the Goods being returned, the Seller may require appropriate proof of the Goods having been rendered unusable or disposed of (for example, photographic documentation of their disposal).
- d. Pre-authorisation of shipments (RMA). For hygiene reasons, the Goods may only be sent to us for assessment or servicing after prior approval (RMA / form). Unannounced shipments or shipments showing signs of biological contamination may be refused and returned to the sender; this does not affect the Buyer's statutory rights or the 30-day period for handling the complaint under Section 19 of the Consumer Protection Act.
- e. Reference to hygiene rules in complaints. Further details on hygiene requirements and care in connection with assessment are set out in Article 9(s) of these GTC.

ARTICLE 11.COOPERATION OF THE CUSTOMER AND SUSPENSION OF PRODUCTION

- a. The Customer undertakes, during the production process, to provide Z&C CREATIONS with the cooperation necessary for the proper completion of the commission. In particular, the Customer is obliged to
 - I. respond in a timely manner to questions and proposed changes sent by Z&C CREATIONS
 - II. approve or comment on designs, sketches and material or colour combinations sent to them
 - III. provide and, where necessary, update the required information, such as measurements, delivery address and contact details.
- b. Z&C CREATIONS is entitled to request the Customer's cooperation by E-mail or via another communication channel specified in the Order, in particular the Telegram application. A request for cooperation shall be deemed delivered at the moment of dispatch.
- c. If the Customer does not respond to a request for cooperation within 14 days of its dispatch, Z&C CREATIONS shall be entitled to
 - I. frontly suspend work on the commission and move the commission to the end of the production queue
 - II. reasonably extend the expected completion time of the commission by the period during which the Customer is in default with their cooperation. In such a case, Z&C CREATIONS shall not be in default with the delivery of the Goods
- d. If the Customer's default in cooperation lasts for more than 3 months from the first request and the Customer fails to provide cooperation even after at least two reminders, such default shall be deemed a material breach of the Purchase Contract by the Customer. In such a case, Z&C CREATIONS shall be entitled to withdraw from the Purchase Contract. The withdrawal shall take effect on the day on which the notice of withdrawal is delivered to the Customer.

GENERAL TERMS AND CONDITIONS

- e. In the event of withdrawal under Article 11(d), Z&C CREATIONS shall be entitled to retain the amounts paid so far, up to the extent in which they correspond to
 - I. the costs already incurred for materials and any subcontracted services
 - II. the value of the work already carried out on the commission, including the time spent on design, communication with the Customer and the production itself, whereby the value of this work shall be determined reasonably with regard to the degree of completion of the commission or according to the time demonstrably spent working on the commission, valued at up to CZK 150 for each commenced hour
 - III. other reasonably incurred costs associated with the given commission.
- f. The provisions of this Article shall apply accordingly (*mutatis mutandis*) also in cases where the Customer temporarily loses the ability to communicate for serious personal reasons, for example due to being called up for service in the armed forces, a long-term business trip or a serious health condition. In such a case, Z&C CREATIONS may suspend the commission, reasonably postpone the production deadline and agree on a specific solution with the Customer individually, without undue delay after communication has been restored..

ARTICLE 12.SALES AT STALLS (IN-PERSON CONCLUSION OF THE PURCHASE CONTRACT)

- a. In the case of a purchase at a stall, the Purchase Contract is concluded at the moment the Goods are taken over and the Purchase Price is paid.
- b. In the case of custom-made Goods (for example, custom-made costumes, Reference Sheets or accessories made to the Customer's specifications), the Buyer has no right to withdraw from the Purchase Contract pursuant to Section 1837(d) of Act No. 89/2012 Coll., the Civil Code of the Czech Republic.
- c. For ready-made Goods purchased at a stall, we grant the Buyer – where the Buyer is a consumer – a voluntary right to withdraw from the Purchase Contract within 14 days of takeover; this does not apply to Goods referred to in point (b).
- d. Withdrawal may be exercised in writing by sending it to the Seller's postal address or E-mail stated in these GTC.
- e. The Buyer acknowledges that the General Terms and Conditions are always available for inspection at the stall in printed form, and by signing or by taking over the Goods confirms that they had the opportunity to familiarise themselves with them before the conclusion of the Purchase Contract.

ARTICLE 13.PROTECTION OF PERSONAL DATA

- a. The controller of personal data is Z&C CREATIONS, Soňa Sychrová, ID No. 23780568, e-mail: fursuits@zccreations.cz.
- b. The Customer's personal data (first name, surname, address, telephone number, e-mail address and, where applicable, a link to their Telegram account) are processed for the following purposes:
 - I. processing the Order and performance of the Purchase Contract;
 - II. issuing accounting documents;
 - III. delivery of the Goods;

IV. keeping accounts and records of commissions;

V. protection of the rights of Z&C CREATIONS (for example in connection with complaints or dispute resolution).

- c. The legal basis for processing is the performance of the Purchase Contract pursuant to Article 6(1)(b) of the GDPR, compliance with legal obligations pursuant to Article 6(1)(c) of the GDPR, and the controller's legitimate interests pursuant to Article 6(1)(f) of the GDPR (for example, protection against legal claims).
- d. Personal data are disclosed only to carriers and payment service providers, and only to the extent necessary for delivery of the Goods and payment of the Price.
- e. The data are stored for the duration of the contractual relationship and thereafter for the period required by applicable legal regulations (for example under accounting laws – typically 10 years).
- f. The Customer has the right to request access to their personal data, their rectification or erasure, restriction of processing, to object to processing, and the right to data portability.
- g. If the Customer disagrees with the processing of their personal data, they have the right to lodge a complaint with the Office for Personal Data Protection (www.uoou.cz).
- h. Personal data are not transferred outside the European Union, except where this is necessary for delivery of the Goods to a Customer outside the territory of the EU. In such a case, the data are transferred only to the extent necessary for delivery and only to verified carriers (for example Česká pošta, DHL).
- i. To exercise their rights in the area of personal data protection, the Customer may contact the controller by E-mail at fursuits@zccreations.cz.
- j. To the extent necessary, and with the Customer's consent, Z&C CREATIONS may transfer contact details (in particular the e-mail address or a voluntarily provided contact to a social network) to a cooperating Artist operating also outside the European Union, exclusively for the purpose of creating the Reference Sheet (character reference). Such transfer will be carried out only to the extent necessary to establish communication regarding the creation of the Reference Sheet.

ARTICLE 14. WITHDRAWAL FROM THE PURCHASE CONTRACT

- a. Withdrawal from the Purchase Contract, i.e. termination of the contractual relationship between you and us with effect from its inception, may take place for the reasons and in the manners set out in this Article and in other provisions of these GTC where the possibility of withdrawal is expressly provided.

- b. If you are a consumer, i.e. a natural person purchasing Goods outside the scope of your business activity, you have, in accordance with Section 1829 of Act No. 89/2012 Coll., the Civil Code of the Czech Republic, the right to withdraw from the Purchase Contract without giving any reason within 14 days from the date of conclusion of the Purchase Contract, or, in the case of a contract for the purchase of Goods, within 14 days from the date on which you take over the Goods. Where we have concluded a Purchase Contract for several items of Goods or for the delivery of several parts of Goods, this period shall begin only on the date of delivery of the last item or part of the Goods; where we have concluded a Purchase Contract on the basis of which we will deliver the Goods to you regularly and repeatedly, the period shall begin on the date of delivery of the first delivery.
- c. The Customer acknowledges that, in accordance with Section 1837 of Act No. 89/2012 Coll., the Civil Code of the Czech Republic, it is not possible to withdraw from a Purchase Contract for custom-made Goods that have been tailored according to the Customer's specific requirements (for example, individually designed costumes). Once the Order has been confirmed and production has begun, the Customer has no right to withdraw from the Purchase Contract without giving any reason.
- d. The exception under Section 1837(d) of the Civil Code of the Czech Republic also applies to the creation of works of authorship, in particular the so-called Reference Sheet (character reference artwork). Once work on such a piece has begun, the Customer has no right to withdraw from the contract without giving any reason.
- e. The Customer may withdraw from the Purchase Contract only if production has not yet begun, or where production has been delayed on the part of the supplier.
- f. You may withdraw from the Purchase Contract by any verifiable means (in particular by sending an E-mail to our addresses stated in our identification details). For withdrawal, you may also use the model form provided by us, which forms Annex No. 2 to these GTC.
- g. Even as a consumer, you may not withdraw from the Purchase Contract in cases where the subject of the Purchase Contract is performance as listed in Section 1837 of the Civil Code of the Czech Republic.
- h. The time limit for withdrawal under Article 14(b) of these GTC shall be deemed to have been observed if, within that period, you send us a notice stating that you are withdrawing from the Purchase Contract.
- i. In the event of withdrawal from the Purchase Contract under Article 14(b) of these GTC, you are obliged to send the Goods back to us within 14 days of withdrawal. You shall bear the costs of returning the Goods, provided that we have duly informed you of this obligation before the conclusion of the Purchase Contract; if we have not done so, we shall bear these costs. You are entitled to a refund of the Price paid for delivery, but only up to an amount corresponding to the cheapest delivery method offered by us. In the event of withdrawal due to our material breach of the Purchase Contract, we shall also bear the costs associated with returning the Goods to us, up to an amount corresponding to the Price of delivery using the cheapest delivery method offered by us.

- j. In the event of withdrawal from the Purchase Contract, we will refund all monetary amounts received from you without undue delay and no later than 14 days from withdrawal, using the same method of payment that you used, unless we expressly agree otherwise (without you incurring any additional costs as a result). We are entitled to withhold the refund until we have received the returned Goods or until you prove that you have sent the Goods back to us, whichever occurs first.
- k. In the event of withdrawal from the Purchase Contract under Article 14(b) of these GTC, you shall be liable for any diminution in the value of the Goods resulting from handling them in a manner other than that necessary to familiarise yourself with the nature, characteristics and functioning of the Goods, i.e. in a manner other than that in which you would normally familiarise yourself with the Goods in a brick-and-mortar shop. If we have not yet refunded the Price to you, we are entitled to set off our claim for such diminution in value against your claim for a refund of the Price. This shall not apply if, prior to the conclusion of the Purchase Contract, we have failed to fulfil our information obligation regarding the right of withdrawal under Section 1820(1) of the Civil Code of the Czech Republic.
- l. Z&C CREATIONS shall be entitled to withdraw from the Purchase Contract at any time before delivery of the Goods if there are objective reasons why it is not possible to deliver the Goods (in particular reasons on the part of third parties or reasons arising from the nature of the Goods), including before the expiry of the period specified in Article 8(a) of these GTC. We may also withdraw from the Purchase Contract if it is apparent that you have intentionally provided incorrect information in the Order. Where you are purchasing as an entrepreneur, we are entitled to withdraw from the Purchase Contract at any time, even without giving any reason. We will notify you of our withdrawal without undue delay, and we will refund all payments received without undue delay, and in any event no later than 14 days, using the same method by which they were paid, unless we expressly agree otherwise.

ARTICLE 15. RESOLUTION OF DISPUTES WITH CONSUMERS

- a. We are not bound, in relation to Buyers, by any codes of conduct within the meaning of Section 1826(1)(e) of Act No. 89/2012 Coll., the Civil Code of the Czech Republic.
- b. We handle consumer complaints via the e-mail address fursuits@zccreations.cz. Information on the handling of a complaint will be sent to the Buyer's e-mail address.
- c. For out-of-court settlement of consumer disputes arising from the Purchase Contract, the competent authority is the Czech Trade Inspection Authority (Česká obchodní inspekce), with its registered office at Štěpánská 567/15, 120 00 Praha 2, ID No.: 000 20 869, website: <http://www.coi.cz>. The Online Dispute Resolution platform available at <http://ec.europa.eu/consumers/odr> may be used to resolve disputes between the Seller and the Buyer – consumer – arising from a Purchase Contract concluded by electronic means.
- d. The European Consumer Centre Czech Republic (Evropské spotřebitelské centrum Česká republika), with its registered office at Štěpánská 567/15, 120 00 Praha 2, website: <http://www.evropskyspotrebitel.cz>, is the contact point under Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (the ODR Regulation).

ARTICLE 16.FINAL PROVISIONS

- a. If our legal relationship with you contains an international element (for example, where we deliver Goods outside the territory of the Czech Republic), the relationship shall always be governed by the laws of the Czech Republic. However, if you are a consumer, this agreement does not affect any of your rights arising from mandatory legal regulations applicable to you.
- b. All written correspondence shall be delivered by electronic mail. Our E-mail address is set out in our identification details in these GTC. We will send correspondence to your E-mail address stated in the Purchase Contract.
- c. The Purchase Contract may be amended only on the basis of a written agreement between you and us. However, we are entitled to amend and supplement these GTC; such changes shall not affect Purchase Contracts already concluded, but only those concluded after the effective date of the change, or Purchase Contracts under which we are to deliver Goods to you on a regular and recurring basis. Information about any change will be sent to your E-mail address at least 14 days before the change takes effect. If we do not receive from you, within 14 days of sending the information about the change, a notice of termination of a Purchase Contract for regular and recurring deliveries of Goods, the new terms shall become part of our Purchase Contract and shall apply to the next delivery of Goods following the effective date of the change. The notice period, if you give notice, shall be 2 months.
- d. In the event of force majeure or events that cannot be foreseen (such as natural disaster, pandemic, operational failures, outages of subcontractors and similar), we shall not be liable for damage caused as a result of or in connection with cases of force majeure. If the situation of force majeure lasts for more than 10 days, both you and we shall have the right to withdraw from the Purchase Contract.
- e. Annexes to these GTC include a model complaint form and a model form for withdrawal from the Purchase Contract.
- f. The Purchase Contract, including these GTC, is archived by us in electronic form and is not accessible to you. However, you will always receive these GTC and the Order confirmation with a summary of the Order by E-mail, and you will therefore always have access to the Purchase Contract even without our cooperation. We recommend that you always save the Order confirmation and these GTC.
- g. For individual Purchase Contracts, a separate amendment (addendum) to these General Terms and Conditions may be concluded. Such an amendment is binding only on the contractual parties to the specific commission and, to the extent that it conflicts with these General Terms and Conditions, it shall take precedence over them.
- h. These GTC shall take effect on 7 December 2025.

ANNEX NO. 1 - COMPLAINT FORM (TO BE SENT ELECTRONICALLY)

Addressee: fursuits@zccreations.cz

Complaint submission

Date of conclusion of the Purchase Contract:	
First name and surname:	
Address:	
E-mail address:	
Goods you are complaining about:	
Description of defects and of the Goods:	
Proposed method of resolving the complaint:	

I also request that you issue a confirmation of the lodging of this complaint, stating the date on which I exercised this right, the content of the complaint, the method of resolution I am requesting, together with my contact details for the purpose of being informed about the resolution of the complaint.

Date:

Signature:

ANNEX NO. 2 – WITHDRAWAL FROM THE PURCHASE CONTRACT FORM (TO BE SENT ELECTRONICALLY)

Addressee: fursuits@zccreations.cz

I hereby declare that I am withdrawing from the Purchase Contract:

Date of conclusion of the Purchase Contract:	
First name and surname:	
Address:	
E-mail address:	
Specification of the Goods to which the Purchase Contract relates:	
Preferred method for refund of the amounts received, including bank account number where applicable:	

Where the Buyer is a consumer, they may withdraw from the Purchase Contract without giving any reason within 14 days (for Goods: 14 days from takeover; for services: 14 days from conclusion). For contracts for several items or parts, the period runs from delivery of the last item or part; for contracts with regular and repeated deliveries, from the first delivery. Sending the notice of withdrawal within this period is sufficient. This right does not apply in the cases listed in Section 1837 of Act No. 89/2012 Coll., the Civil Code of the Czech Republic. The Buyer may notify withdrawal in writing to the Seller's postal address or by e-mail to the address indicated in this form; use of this form is optional.

If the Buyer withdraws, they must send or hand over the Goods within 14 days of withdrawal. The Buyer bears the direct costs of returning the Goods; for Goods that cannot be returned by ordinary post, the estimated cost of return is _____ CZK (to be filled in by the Seller).

The Seller will refund all payments received, including delivery costs up to the amount corresponding to the cheapest delivery method offered, without undue delay and at the latest within 14 days of withdrawal, using the same means of payment, unless expressly agreed otherwise and without any additional costs for the Buyer. The Seller may withhold the refund until the Goods are received back or until the Buyer proves that they have sent the Goods back (whichever occurs first).

The Buyer is liable for any decrease in the value of the Goods resulting from handling them in a manner other than that necessary to familiarise themselves with the nature, characteristics and functioning of the Goods.

Date:

Signature: