

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions ("Terms and Conditions") of anyteq development s.r.o., registered office at Lesní 405, 251 62 Mukařov, Czech Republic, Company Id.: 172 35 839, registered in the Commercial Register kept by the Municipal Court in Prague, Section C, File 368482, established under the law of the Czech Republic ("Company" or "Seller") shall apply to the purchase of goods and digital content in the SLS4all e-shop ("e-shop") operated by the Company.

Address of the establishment of the Company:

Lesní 405
251 62 Mukařov
Czech Republic

Contact details:

Telephone: +420 777 661 093
Email: info@sls4all.com

1. SELECTED DEFINITIONS

- 1.1. Goods – movable things offered and sold through the e-shop.
- 1.2. Digital Content – intangible data content representing videos, text documents, drawings etc.
- 1.3. Consumer – a natural person who, outside his or her business activities or profession, enters into a purchase contract with the Seller or otherwise deals with the Seller.
- 1.4. Buyer – a natural or legal person interested in purchasing goods in the e-shop. Section 161 of Act No 89/2012 Coll., the Civil Code, as amended ("Civil Code"), shall apply to representation of a legal person.
- 1.5. Purchase Contract – a contract for the purchase of Goods entered into by and between the Seller and the Buyer through the E-shop. These Terms and Conditions, including all their annexes and the order confirmed by the Seller, form an integral part of the Purchase Contract.
- 1.6. Contract for the Supply of Digital Content – a contract on the basis of which Digital Content is made available to the Buyer for personal use.
- 1.7. Account – a unified user account at SLS4All.com that can be used to log into the e-shop and to consume some Digital Content.
- 1.8. Personal Data – information concerning an identified or identifiable natural person whose processing is subject to Article 2 of these Terms and Conditions and the Privacy Policy, which forms an integral part of these Terms and Conditions.

2. ACCOUNT AND PERSONAL DATA PROTECTION

- 2.1. User must register online at SLS4All.com to use the Account. When registering, the user is obliged to provide basic personal data.
- 2.2. User may not allow any third party to use his/her Account and is fully liable for any and all damage incurred in connection with the disclosure of his or her login details to a third party.
- 2.3. In connection with the operation of the e-shop, the Seller processes the Buyer's personal data in accordance with the generally binding legal regulations, especially in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) – "GDPR".
- 2.4. The scope and manner of processing of the Buyer's personal data is specified in the Privacy Policy, which constitutes an integral part of these Terms and Conditions.

3. ORDER

- 3.1. The Buyer creates an order in several steps, which include selecting Goods and their quantity or selecting Digital Content, inserting the selected item into the shopping cart, filling in contact, delivery and billing information, selecting the payment method, selecting the method of delivery and, if applicable, applying a discount voucher by inserting a promo code ("Order"). When creating an Order, the Buyer must use the Account.
- 3.2. The information on the Goods, Digital Content and prices made available via the E-shop does not constitute a proposal for execution of a contract by the Seller and is indicative only. Section 1732 of the Civil Code shall not apply to such information.
- 3.3. When creating an Order, the Buyer shall be informed of the available means of payment, the estimated time of delivery and the available methods of delivery, as well as of the costs of these methods of delivery. For these purposes, the E-shop uses data on the Buyer's location and the chosen language which are obtained automatically when the Buyer enters the E-shop or entered manually by the Buyer within the process of creating an Order. The Buyer is always obliged to check and, if necessary, modify the details of the place of destination and the selected currency, as well as other details of the Order prior to its completion, so that they correspond to reality; any modification of the place of delivery may result in a change in the total costs of delivery of the Goods or Digital Content, adjustment of the time of delivery of the Goods or a change in the currency in which the Order may be paid.
- 3.4. The estimated time of delivery of the Goods in stock varies based on the place of destination and is displayed for each item of the Goods based on the E-shop settings and the choices made by the Buyer. For Goods that are not in stock, the Seller specifies an indicative (non-binding) waiting time for the Goods to come back in stock.

- 3.5. Goods available through a “pre-order” may be reserved by paying a reservation fee, where the Seller reserves the right to subsequently adjust the final price of the pre-ordered Goods, especially due to a change in the production costs resulting from unexpected outages in supplies of raw materials, third-party products or interruption of the transport chain. Both the Buyer and the Seller may cancel the reservation of the pre-ordered Goods at any time. In case of withdrawal from a reservation, the Seller shall refund the entire reservation fee to the Buyer without undue delay. For pre-orders, the time of delivery of the Goods is purely indicative; when the Goods are back in stock, the Seller shall inform the Buyer without undue delay and request that the Buyer pay the outstanding amount and confirm the Order.
- 3.6. In case of provision of Digital Content that is not delivered on a tangible medium, the consumer agrees that the performance will commence before expiry of the deadline for withdrawal from a contract; the Buyer acknowledges that upon granting such a consent, the Buyer’s right to withdraw from the contract for the purchase of Digital Content by the consumer without stating a reason expires pursuant to Article 7 of these Terms and Conditions.
- 3.7. The price of the Goods and Digital Content specified in the E-shop includes all taxes and fees that the Seller is obliged to pay in case of a delivery to a consumer in one of the countries of the European Union – “EU” or the European Economic Area – “EEA”. In the case of Goods, the specified price also includes the costs of packaging of the Goods.
- 3.8. In case of delivery of Goods or Digital Content to any of the countries of the European Union – “EU” or the European Economic Area – “EEA”, the final price in the Order shall be charged including value added tax (VAT) unless the Buyer (VAT payer in its country) provides the Seller with information on its VAT registration including a valid EU VAT number. More information on VAT accounting is available in our knowledge database at: VAT (Value Added Tax) and Customs Duties.
- 3.9. In case of delivery of Goods or Digital Content to a third country outside the EU or EEA, the prices of the Goods are specified excluding VAT and other applicable taxes, fees and customs duties.
- 3.10. Other costs of delivery of the Goods, including the price for transport to the place of destination chosen by the Buyer, cash-on-delivery and other fees, such as customs duties and other levies (see the provisions of paragraph 3.9. of these Terms and Conditions), are not included in the purchase price of the Goods and depend on the place and method of delivery and the payment method chosen by the Buyer prior to the completion of the Order or at the time of confirmation of the pre-order by the Buyer after being informed that pre-ordered Goods are in stock. If the Seller provides free shipping of the Goods, this fact is expressly stated in the relevant Order.
- 3.11. Payments may be made in Czech crowns (CZK), Euro (EUR) or United States dollar (USD) or in other currencies that are allowed in the E-shop at the time when the Order is made. The currency selection is made automatically based on the shipping address provided by Buyer/Consumer. Payments in the CZK are allowed for the area of the Czech Republic, payments in the EUR are allowed for the EU except the Czech Republic and payments in the USD are allowed for the rest of the world.

- 3.12. Before completion and submission of the Order and its binding confirmation, the Buyer is always informed of the final contents of the Order and the final price including the price of the Goods and the total costs of delivery of the Goods paid to the Seller. The Seller notes that the final total price of the delivered Goods may be further increased in case of final calculation of customs duties or other import charges charged by the competent authority (see paragraph 3.9. of these Terms and Conditions).
- 3.13. After the Buyer submits the Order, it will be verified by the Seller who will subsequently send its confirmation to the Buyer. The Purchase Contract is concluded upon delivery of the order confirmation sent by the Seller to the Buyer's e-mail address. The full text of these Terms and Conditions, which forms the contents of the contract between the Seller and the Buyer, is attached to the order confirmation.
- 3.14. The sent Order represents the Buyer's proposal to enter into a contract on the basis of these Terms and Conditions *vis-à-vis* the Seller. The order confirmation by the Seller represents acceptance of the proposal by the Seller.
- 3.15. By submitting the Order, the Buyer expresses its consent to these Terms and Conditions, which are always available in the E-shop's online interface and sent to the Buyer in text form together with the order confirmation.
- 3.16. On the basis of the executed Purchase Contract, the Seller is obliged to deliver the Goods to the Buyer in the agreed manner in the corresponding quantity and quality. The Buyer is obliged to pay to the Seller the purchase price of the Goods and the costs of their delivery, as well as to take over the delivered Goods.
- 3.17. A Purchase Contract for Goods and a Contract for the Supply of Digital Content, including these Terms and Conditions and Orders confirmed by the Seller, shall be archived in text form for a period of at least 5 years and not publicly accessible.
- 3.18. If the Order for certain Goods or Digital Content is associated with the provision of a gift free of charge, the Buyer may refuse the gift, either by removing the gift from the Order, or by attaching a note to the Order stating that it does not wish to accept the gift. If the Buyer does not refuse the gift, by completing the Order the provision of the gift is accepted by the Buyer and a separate gift contract is concluded, which is governed by these Terms and Conditions and the subject of which is the gift specified in the Order or on the invoice or delivery note.

4. PRICE AND PAYMENT

- 4.1. The Buyer may choose from the methods of payment for the Goods or Digital Content offered by the Seller at the time of creation of the Order depending on the Buyer's place and the chosen method of delivery.
- 4.2. If the Buyer chooses a cashless payment to the Seller's bank account, the Seller shall issue to the Buyer an invoice with payment details for the cashless payment after confirmation of the Order.
- 4.3. If the Buyer chooses cashless payment by card or via a third-party service, the Buyer shall be redirected to the relevant payment gateway of the payment service provider after sending the Order to enter the necessary data and authorize the payment in the

amount corresponding to the total price of the Order. The use of the relevant payment gateway shall be governed by the terms and conditions of the payment service provider, which are available on that Operator's Website. If permitted by the law, the terms and conditions of the issuer of the payment card and other applicable regulations, the Seller is entitled not to require verification using the 3D-Secure technology for cashless payment by a payment card. The Seller is in no way liable for any damage caused in connection with cashless payment by a payment card or via a third-party service.

- 4.4. The Seller shall not hand the Goods over to the carrier for delivery before the full purchase price of the Goods is paid, including the costs of their delivery.
- 4.5. The Seller will issue the Buyer with a sales receipt or tax document based on the payment made, which will be sent to the Buyer in electronic form to the e-mail address specified in the Order.
- 4.6. In the event that the Buyer fails to pay the purchase price of the Goods, including the costs of delivery, within 14 business days of the order confirmation, such delay shall be deemed to be the fulfilment of the termination condition of the relevant Purchase Contract or contract for the supply of Digital Content. In the case of a pre-order (i.e. an Order for Goods that are not in stock or not yet manufactured – see paragraph 3.5. of these Terms and Conditions), the termination condition is fulfilled by the expiry to no effect of 14 working days from the date of sending the notice to pay the purchase price of the Goods including the cost of delivery and any other costs according to the relevant pre-order.

5. METHOD OF DELIVERY

- 5.1. The Buyer may choose from the methods of delivery of the Goods offered by the Seller at the time of creation of the Order depending on the place of the Buyer and the chosen method of payment for the Goods. Based on the Buyer's choice, after payment of the purchase price, the Seller is obliged to hand the Goods over to the relevant carrier for transport to the agreed place of delivery, or deliver it itself to the place of delivery; the Buyer is obliged to take over the Goods at the place of delivery. This does not apply if the packaging of the Goods shows signs of damage corresponding to unauthorized opening of the consignment containing the Goods.
- 5.2. If the Goods have to be delivered repeatedly or in a manner other than set out in the purchase order for reasons on the part of the Buyer, the Buyer is obliged to pay the costs related to the repeated delivery or the costs related to the different manner of delivery, as appropriate.
- 5.3. The Buyer is obliged to inspect the Goods immediately after takeover of the Goods and notify the Seller of any defects without undue delay.
- 5.4. In case of delivery of the Goods to third countries outside the EU or EEA, the Buyer shall be liable for any and all customs duties and charges related to the delivery of Goods that the Buyer is obliged to pay at its own expense.

- 5.5. The risk of damage to a thing shall pass to the Buyer upon takeover. The same consequences shall occur if the Buyer fails to take over a thing although it is allowed by the Seller to dispose of it.
- 5.6. The purchased Digital Content is delivered to the Buyer at the moment it is made available. By accepting these Terms and Conditions, the Buyer agrees that the content will be made available at the time when the price for the purchased Digital Content is credited to the Seller's account or to the account of the relevant payment gateway.

6. WITHDRAWAL FROM THE PURCHASE CONTRACT BY THE SELLER

- 6.1. In case of pre-orders or Goods that are not in stock where the Seller is unable to deliver the Goods in due time due to temporary unavailability or unexpected outages of supplies of raw materials and third-party products and the Buyer does not accept a later date of delivery, the Seller reserves the right to withdraw from the Purchase Contract. The Buyer may also withdraw from the Purchase Contract on the same grounds.
- 6.2. Furthermore, the Seller reserves the right to withdraw from the Purchase Contract also for serious objective reasons beyond its control as a result of which the Seller is unable to supply the Goods under the relevant Purchase Contract without unreasonable difficulties (e.g. due to permanent unavailability, substantial changes in the manufacturing price of the Goods, imposition of export or import restrictions by the competent authorities, etc.) and also on the grounds that clearly incorrect information on the price of the Goods was included in the E-shop interface.
- 6.3. Furthermore, the Seller reserves the right to withdraw from the Purchase Contract or contract for the supply of Digital Content also on the grounds that the Buyer has redeemed a discount voucher in violation of these Terms and Conditions or the rules stipulated therein.
- 6.4. The Seller may also withdraw from the Purchase Contract if the Buyer fails to take over the duly delivered Goods or fails to provide co-operation necessary for their delivery. In that case, the costs of delivery of the Goods shall be borne by the Buyer.

7. WITHDRAWAL FROM THE PURCHASE CONTRACT BY THE CONSUMER

- 7.1. If the Buyer is a consumer, the Buyer may withdraw from the Purchase Contract within 14 days of the date of takeover of the Goods by the Buyer without stating a reason. This shall in no way prejudice other rights of the Buyer concerning the possibility of withdrawal from the Purchase Contract. In case of an Order for several items of Goods that are delivered separately or in parts within a single Order, the withdrawal period according to this paragraph shall run from the time of takeover of the last item of the Goods.
- 7.2. Withdrawal from the Purchase Contract in accordance with paragraph 7.1. of these Terms and Conditions may be sent by the Buyer in writing to the address of the Seller's

registered office or electronically to the e-mail address specified in paragraph 1.2.1. of these Terms and Conditions and in the online interface of the E-shop.

- 7.3. If the consumer withdraws from the Purchase Contract, the Buyer is obliged to return the Goods to the Seller not later than within 14 calendar days of the withdrawal. The costs of returning the Goods to the Seller shall be borne by the Buyer, even if the Goods cannot be returned to the Seller by regular mail due to their nature. The risk of damage to the Goods during their transport back to the Seller shall be borne by the Buyer.
- 7.4. The Buyer acknowledges that withdrawal from the Purchase Contract is not possible if the relevant Goods were manufactured based on the Buyer's requirements or customized based on the Buyer's personal needs, if the Goods have been irreversibly mixed or connected with other Goods after their delivery or is subject to rapid decay or Goods with a short shelf-life, if the Goods were delivered in sealed packaging and are unsuitable for return after the consumer breached the packaging for reasons of protecting health or hygiene, and if the Goods delivered consisted in a sound or video recording or a computer program in a sealed container, if the Buyer has breached the packaging.
- 7.5. The Buyer acknowledges that in case of withdrawal from the Purchase Contract in accordance with this Article, the Buyer is liable to the Seller for any decrease in the value of the Goods that arose as a result of disposal of the Goods in a manner other than necessary to become acquainted with the nature, properties and functionality of the Goods, especially in case of Goods where removal from the original packaging may result in a decrease in their value (drying, impossibility of reapplication, etc.). At the same time, the Buyer acknowledges that withdrawal from the Purchase Contract is always possible only in relation to all items of one delivered product if it consists of several separable items.
- 7.6. Paragraphs 7.1. to 7.5. of these Terms and Conditions shall apply only in cases of withdrawal from the Purchase Contract by the consumer. In other cases, unless the Buyer is a consumer, the Purchase Contract may not be withdrawn from on other than statutory grounds.
- 7.7. In the event of withdrawal from the Purchase Contract by the consumer in accordance with this Article, the gift contract concluded in accordance with paragraph 3.18. of these Terms and Conditions shall terminate upon delivery of the notice of withdrawal and the consumer is also obliged to return the gift to the Seller together with the Goods.
- 7.8. The Buyer acknowledges that it is not entitled to withdraw from the Contract for the Supply of Digital Content that has been made available or the performance of which commenced on the basis of the Buyer's consent in accordance with paragraph 3.6. of these Terms and Conditions before the expiry of the 14-day withdrawal period.

8. RIGHTS BASED ON DEFECTIVE PERFORMANCE

- 8.1. The Seller is responsible for ensuring that, at the time of passage of the risk of damage to the Buyer, the Goods are free of any defects.

- 8.2. The Buyer's rights arising from any defective performance shall be governed by the Civil Code, in particular by Sections 2099 to 2117 thereof and, if the Buyer is a consumer, also by Sections 2161 to 2174 thereof.
- 8.3. If the Goods have defects that constitute a material breach of the Purchase Contract, the Buyer has the right to request the following:
- 8.3.1. removal of the defect by having the Goods repaired;
 - 8.3.2. delivery of new or missing Goods;
 - 8.3.3. right to request an appropriate discount on the purchase price; or
 - 8.3.4. right to withdraw from the Purchase Contract.
- 8.4. If the Buyer fails to notify the Seller of the choice of its right in due time, the Buyer shall only have the rights specified below in case of non-material breach of the Purchase Contract. If the Buyer fails to notify the Seller of a defect of the Goods in due time, the Buyer loses the right to withdraw from the Purchase Contract. If the Goods only have defects that constitute a non-material breach of the Purchase Contract, the Buyer has the right to claim removal of the defect or a reasonable discount on the purchase price.
- 8.5. If the Buyer is a consumer, it may also request the delivery of a new item that is free of defects or repair, unless the chosen manner of removal of the defect is impossible or unreasonably costly compared to the other; this shall be assessed in particular with regard to the significance of the defect, the value that the item would have if it was free of defects and whether the defect can be removed in the alternative manner without significant difficulties for the Buyer. The Seller may refuse to remove a defect if it is impossible or unreasonably costly, in particular with regard to the significance of the defect and the value that the item would have if it was free of defects.
- 8.6. If the Buyer is a consumer, the Buyer may request a reasonable discount or withdraw from the contract if
- 8.6.1. the Seller refuses to remove the defect or failed to remove it in conformity with Section 2170 (1) and (2) of the Civil Code;
 - 8.6.2. the defect manifests itself repeatedly;
 - 8.6.3. the defect constitutes a material breach of the contract; or
 - 8.6.4. it is clear from the Seller's representations or circumstances that the defect will not be removed within a reasonable period of time or without significant difficulties for the Buyer.
- 8.7. The Buyer may not withdraw from the contract if the defect of the item is insignificant.
- 8.8. If the Buyer is a consumer and if a defect of the item manifests itself within one year of its takeover, it shall be deemed that the item was already defective upon takeover, unless excluded by the nature of the item or the defect. This period shall not run for a period during which the Buyer is unable to use the item if the Buyer justifiably claimed the defect.
- 8.9. Furthermore, the Buyer, who is a consumer, is entitled to claim a defect of the item that manifests itself within two years of its takeover; wear and tear of the item resulting

from normal use or, in the case of a used item, a defect corresponding to the degree of its wear and tear shall not be deemed a defect.

- 8.10. In case of used Goods, the period pursuant to paragraph 8.8. of these Terms and Conditions shall be one year of their takeover. In case of consumer Goods, the period for claiming a defect of the Goods is limited by the shelf life or the expiry date indicated on the Goods. In case of Goods, consumer Goods include, without limitation: halogen heaters, laser modules, batteries, etc. Within the meaning of paragraph 3.18. hereof, gifts are not subject to liability for defects under the Purchase Contract.
- 8.11. A person who has a right arising from a defective performance in accordance with Section 1925 of the Civil Code is also entitled to reimbursement of the costs purposefully expended in exercising this right.
- 8.12. The Seller is liable for defects of the Digital Content that were present in the Digital Content when it was made available. A Buyer who is a consumer may claim defects of the Digital Content with the Seller which manifest themselves within two years of the moment the Digital Content was made available. Sections 2389l to 2389p of the Civil Code shall apply to the Buyer's rights arising from defective performance of Digital Content. In particular, the Buyer has the right to request that the defect of the Digital Content be removed, unless this is impossible or unreasonably costly. Furthermore, the Buyer may request a reasonable discount or withdraw from the contract if the Seller fails to remove the defect of the Digital Content or if the defect manifests itself even after it has been removed or if the defect constitutes a material breach of the contract.

9. QUALITY WARRANTY

- 9.1. For selected types of Goods, the Seller provides a contractual quality warranty in the following scope.
- 9.2. The terms and conditions of the contractual warranty for Products purchased as a set of parts ("Kit"), upgrades, accessories, parts are as follows:
- 9.2.1. The warranty applies to every part separately when purchasing detached pieces or a Kit. Still, feel free to contact our support if you encounter any issues during or after the assembly.
- 9.2.2. Warranty periods:
- 9.2.2.1. 2-year warranty for consumers from the EU, Lichtenstein, Switzerland, Norway, and Iceland
- 9.2.2.2. 1-year warranty for enterprises from the EU
- 9.2.2.3. 1-year warranty for the rest of the world (any country not mentioned above)
- 9.2.3. On a Kit, although the warranty covers individual components, it does not include repair service or shipping costs for our in-house technicians.
- 9.2.4. This warranty is voided by:

- 9.2.4.1. Any damages caused by improper assembly of the product.
- 9.2.4.2. Any damage caused by improper use, maintenance, or operation of the printer.
- 9.2.4.3. Any damage caused by long-term lack of maintenance.
- 9.2.4.4. Using the printer in improper conditions (temperature, dustiness...).
- 9.2.4.5. Upgrades or add-ons that are not officially supported.
- 9.2.4.6. The warranty does not cover normal wear and tear resulting from the use of the printer for its intended purpose.

(“General warranty”).

- 9.3. If the Goods, the packaging, the instructions or the description of the Goods attached to the Goods stipulate warranty conditions or a warranty period other than that stated in the General warranty (“Special Warranty”), the terms of the Special Warranty shall apply. The Goods that are not included in the general warranty, and the Seller does not indicate any other warranty period or terms under a Special Warranty, shall be provided without a quality warranty and the general terms and conditions of liability for defects set out in Article 8 of these Terms and Conditions shall apply to the Goods. For the purposes of these Terms and Conditions, contractual warranty means a general or Special Warranty depending on what applies to the specific goods (“Contractual Warranty”).
- 9.4. The Contractual Warranty terminates in the event of damage to the Goods caused by handling that is at variance with the instructions and recommendations contained in the official manuals and instructions, or by unauthorized modifications and alterations of their hardware or software. If the Goods are delivered in the form of individual components intended to be assembled by the Buyer, the contractual quality warranty shall apply only to the individual components and parts of the Goods separately.
- 9.5. The Contractual Warranty shall apply to purchase contracts concluded with a buyer who is a consumer, as well as with a buyer in the course of its business activity or in the course of its independent professional activity. The conditions of the complaint set out in Article 10 of these Terms and Conditions shall apply by analogy to the Goods covered by the contractual quality warranty.
- 9.6. Gifts and digital content are provided without any quality warranty.

10. DEFECT CLAIMS

- 10.1. The Buyer shall exercise the rights arising from defective performance with the Seller or submit request for a warranty repair to the address of the establishment on the basis of prior agreement with the Seller.
- 10.2. A claim of defects may also be raised by sending the Goods subject to the claim to the address of the establishment.

- 10.3. The Buyer is obliged to notify the Seller of the choice of its right in relation to the defects of the Goods or Digital Content in conjunction with claiming of the defects or without undue delay after making the claim.
- 10.4. In case the Buyer is a consumer, the Seller or an employee authorized by the Seller is obliged to make a decision on the report of defects immediately, or, in complicated cases, within 3 business days. This period does not include a period of time reasonable in view of the type of the Goods which is required for expert assessment of the defect. A report of defects must then be resolved, including removal of the defect, without undue delay, but not later than within 30 days of the date of reporting the defects unless the Seller and the Buyer agree on a longer period of time. Expiry of this deadline to no effect shall be deemed a material breach of the purchase contract by the Seller.

11. REFUND

- 11.1. In the event of withdrawal from the purchase contract by the consumer in accordance with Article 7 of these Terms and Conditions, the Seller is obliged to refund to the Buyer an amount equal to the purchase price of the Goods and the costs of their delivery not later than within 14 calendar days of the withdrawal from the Purchase Contract by the Buyer in accordance with paragraphs 7.1. to 7.3. of these Terms and Conditions, but only if the Buyer has already handed over the Goods back to the Seller or proves that the Buyer has already sent them to the Seller. If the Buyer chooses any other than the cheapest manner of delivery of the Goods offered by the Seller, the Seller shall refund to the Buyer only the costs of delivery of the Goods in an amount corresponding to the cheapest manner of delivery. If the Buyer has redeemed a discount voucher (see paragraph 12 of these Terms and Conditions), the Buyer is entitled to a refund of the amount only in the amount actually paid to the Seller for the purchase price of the Goods and the costs of their delivery; in such a case, the Seller shall issue a substitute discount voucher to the Buyer upon request.
- 11.2. The Seller shall refund the money in accordance with paragraph 11.1. of these Terms and Conditions, as a rule, in the same way as the payment was made by the Buyer; if the refund is not possible in this way or if the Seller has complied with the Buyer's request to change the method of refund, the Buyer is obliged to inform the Seller without undue delay of the relevant payment details.
- 11.3. The Seller and the Buyer may agree that the money which the Seller is obliged to return to the Buyer in accordance with paragraph 11.1. of these Terms and Conditions shall be credited towards the purchase price of the Goods or Digital Content purchased by the consumer and not yet paid for or towards the nominal price of a voucher for a purchase in the E-shop ("Voucher").

12. DISCOUNT VOUCHERS AND VOUCHERS

- 12.1. Before placing an order, the Buyer may use a discount voucher or voucher by inserting the promo code, exclusively in accordance with the rules specified therein. Not more

than one discount voucher or voucher may be redeemed within a single order. There is no legal entitlement to a discount voucher.

- 12.2. A discount voucher or voucher may be combined with other Seller's discount campaigns unless the discount voucher rules stipulate otherwise.
- 12.3. The discount voucher is a fixed amount or percentage. The voucher is always for a fixed amount.
- 12.4. Depending on the rules set out therein, discount voucher or voucher may be used in relation to the entire purchase order, individual Goods or in relation to the costs of delivery of the Goods.
- 12.5. A discount voucher or voucher may be used not more than once.
- 12.6. Discount voucher is non-transferable and may in no case be exchanged with a third party for money or other values. The discount voucher has no market value. The Buyer does not have the right to request the Seller to exchange the discount voucher for money.
- 12.7. The Buyer is obliged to use a discount voucher or voucher before its expiry. The validity of the discount voucher shall be governed by the rules specified therein, which shall be no less than three and no more than twelve months from the date of issue. This limitation of validity in accordance with the preceding sentence shall not apply to a voucher issued and paid by the consumer in connection with withdrawal from the Purchase Contract in accordance with paragraph 11.1. and 11.3. of these Terms and Conditions, which is valid for 36 months after its issue. The Seller does not provide any compensation to the Buyer or any other compensation for the unused value of a discount voucher or voucher that has expired.
- 12.8. The Seller reserves the right to refuse the use of a discount voucher or voucher, especially if the Seller justifiably believes that the discount voucher has been claimed in violation of these Terms and Conditions or the rules stipulated in the voucher.
- 12.9. The risk of loss, destruction, theft or misuse of the discount voucher shall be borne by the Buyer to the full extent from the moment of its issue. Lost, destroyed, stolen or misused discount voucher cannot be replaced or otherwise compensated.

13. USE OF DIGITAL CONTENT

- 13.1. The purchased Digital Content is made available to the Buyer on a one-off basis by sending a link to the Buyer's email address after the price is paid. The Digital Content is only made available for personal use. All other rights to Digital Content are reserved. In particular, the Buyer is not entitled to reproduce, resell, disclose to the public, share with a third party or in any way make available for use by another person the Digital Content made available to the Buyer.
- 13.2. Digital Content in the form of educational videos, guides and instructions is provided without entitlement to any updates or other support services.

14. EVALUATION AND REVIEWS

- 14.1. E-shop enables users with valid Account registration to provide their reviews of selected Goods sold by the E-shop. The provision of a review of the relevant item is not conditional on the purchase or ownership of the Goods or Digital Content being evaluated. The Seller does not verify whether the published reviews come from consumers who have actually used or purchased the products or digital content or service.

15. COMPLAINTS

- 15.1. The Buyer may address their complaints directly to the Seller email address (info@sls4all.com) . The Seller shall always send information on the manner of processing any complaint to the Buyer's e-mail address.
- 15.2. The Buyer may also address any complaints directly to the State supervisory authorities in the relevant area. The Seller is authorized to sell goods on the basis of a trade license. The competent Trade Licensing Office shall perform trade licensing supervision in the area of its competence. Czech Telecommunication Office is the competent supervisory authority for complaints concerning electronic communication services. The Czech Trade Inspection Authority monitors, to the specified extent, the compliance with Act No 634/1992, on consumer protection, as amended.

16. ALTERNATIVE DISPUTE RESOLUTION OF CONSUMER DISPUTES

- 16.1. In case of any consumer dispute between the Buyer as a consumer and the Seller, where the dispute cannot be resolved by mutual agreement, the Buyer may file an application for alternative dispute resolution of the dispute with an entity competent to deal with alternative dispute resolution of consumer disputes, specifically:

Czech Trade Inspection Authority, Central Inspectorate

Section for Alternative Dispute Resolution (ADR)

Štěpánská 15

120 00 Prague 2

Czech Republic

E-mail address: adr@coi.cz

Website: <https://adr.coi.cz>

17. FINAL PROVISIONS

- 17.1. These Terms and Conditions have been drawn up in the English language only.

- 17.2. The Buyer agrees to the use of remote means of communication in connection with the conclusion of the Purchase Contract and the Contract for the Supply of Digital Content with the Seller. The costs incurred by the Buyer by using means of remote communication in this respect shall be borne by the Buyer. These costs do not differ from the basic rates at the Buyer's location.
- 17.3. The Seller may amend or supplement the wording of these Terms and Conditions at any time; however, this shall in no way prejudice the rights and obligations arising during the term of effect of the previous wording hereof. In addition, the Seller may unilaterally amend the Terms and Conditions to a reasonable extent in respect of its long-term obligations following from these Terms and Conditions. The Seller shall notify such a change of the Terms and Conditions at least 14 days before the effective date of the new version of these Terms and Conditions by publishing the new version in the e-shop interface or by a message sent to the Buyer's e-mail address.
- 17.4. These Terms and Conditions shall be governed by the binding laws and regulations of the Czech Republic. Furthermore, the Buyer, who is a consumer, acknowledges that the choice of law pursuant to the preceding sentence shall not prejudice his or her consumer rights that cannot be derogated from by agreement and that would be used in the absence of the choice of law under the provisions of Article 6 (1) of Regulation 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I).
- 17.5. The Seller is not bound by any special codes of conduct in relation to the Buyer.
- 17.6. The Parties expressly exclude the applicability of the Vienna Convention on Contracts for the International Sale of Goods to contractual relationships established by the Purchase Contract under these Terms and Conditions.
- 17.7. Invalidity or ineffectiveness of a provision of these Terms and Conditions shall in no way prejudice the validity and effectiveness of other provisions.
- 17.8. The valid and effective version of these Terms and Conditions is always available at: <https://www.SLS4All.com/general-terms-and-conditions>
- 17.9. This version of these Terms and Conditions is valid and effective from May 15, 2024 and replaces any and all previous versions of these Terms and Conditions, including other parts thereof.

End of document.