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Contact:

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Editori, s. r. o. - General Terms and Conditions

I. Introductory provisions

These general terms and conditions govern the rights and obligations of the buyers and the seller and are part of the purchase contract concluded between the buyers and the seller remotely via the e-commerce website at www.editori.sk and its subdomains and subdirectories. These terms and conditions specify the rights and obligations of the buyers and the seller, which is a legal entity:

Editori, s. r. o

ID No.: 47425539

VAT No.: 2023892387

VAT No.: SK2023892387

In the Commercial Register of the District Court of Trnava, Section: s.r.o., Insert No. 32673/T

Registered office: Bajkalská 4926/1 Hrnčiarovce nad Parnou

Office: Námestie Jozefa Herdu 1 91701 Trnava

Email: ahoj@editori.sk

Mobile: 0904-324-618

Account number in the Slovak Savings Bank:

IBAN / SWIFT : SK24 0900 0000 0052 0527 2838 / GIBASKBX

If the object of purchase is an intellectual property product (book, e-book, video, sound recording), any distribution or disclosure to third parties without the written consent of the author is prohibited. By entering into the purchase contract, the purchaser is aware that any use of the information from the subject of purchase is solely in the hands of the purchaser and neither the author nor the publisher shall be liable for it.

II. Order

The Buyer declares that he/she has read all the information regarding the order at www.editori.sk. The Buyer orders the Purchased Item by completing an electronic order form via the website www.editori.sk. The Buyer is obliged to check the order and, if necessary, correct it before sending it. The submitted order is legally binding. This creates rights and obligations for the buyer and the seller, i.e. the seller undertakes to provide the object of purchase to the buyer and the buyer undertakes to pay the purchase price. By submitting an order, the Buyer confirms that he has read the terms and conditions for purchase on the website www.editori.sk.

III. Purchase price, tax document

In the order summary and on the web address www.editori.sk the final amount of the ordered goods including VAT is shown. With regard to payments made on the basis of the Purchase Agreement, the Seller undertakes to issue the Buyer with a tax document - an invoice, which serves as proof of purchase of the goods.

IV. Method and form of payment

Payment options:

By bank transfer to the euro account of the legal entity - company Editori, s. r. o.

Cash on delivery to the postman or courier.

Form of payment:

Payment is only possible in one lump sum, payment in instalments is not possible.

Withdrawal from the purchase contract can be done electronically by email:

ahoj@editori.sk, with a statement that the buyer withdraws from the contract and with a copy of the invoice - tax document. A credit note will be sent to the buyer with the amount corresponding to the purchase price for the object of purchase. The amount will be refunded no later than 30 days after receipt of the withdrawal email. The amount will be refunded by bank transfer.

V. Responsibility

Responsibility for the content of the website: the website may be updated without prior notice.

VI. Supervisory Authority

SOI Inspectorate for the Trnava Region Pekárska 23, 917 01 Trnava 1 Supervision
Department tel. no. 033/321 25 27, 033/321 25 21, fax no. 033/321 25 23

VII. Final Provisions

These terms and conditions come into force on 1.8.2023. The information is disseminated via the website www.editori.sk, or other information channels. The Seller reserves the right to change these terms and conditions. Each new version of the Terms and Conditions is available at www.editori.sk and is marked with the effective date. All orders shall always be governed by the current version of the Terms and Conditions. Relations between the two parties that are not regulated by these "General Terms and Conditions" are governed by the relevant provisions of Act No. 40/1964 Coll. - Civil Code, as amended, Act No. 22/2004 Coll. - Act on Electronic Commerce, as amended, Act No. 102/2014 Coll. - Act on the Protection of Consumers in the Sale of Goods at a Distance or Off-Premises, as amended, or any other relevant provisions of the Slovak legal order.

Editori, s. r. o. - Complaints Procedure

Introductory provisions

This Complaints Procedure has been prepared pursuant to the Civil Code as amended (hereinafter referred to as the "Act") and applies to consumer goods (hereinafter referred to as "Goods") for which the Buyer's rights under liability for defects are exercised during the warranty period (hereinafter referred to as "Complaints").

"Seller" means a trading company

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"Buyer" means the entity that has entered into a contract with the Seller for the purchase of the Goods.

Warranty conditions

If the Goods show obvious defects, i.e. in particular if the Goods are sold to the Buyer in damaged transport packaging, the Buyer is entitled not to accept the Goods. In such a case, the Buyer's right to the provision of proper performance by the Seller or to a refund of the purchase price at the Buyer's option shall remain unchanged.

The warranty does not cover mechanical damage to the goods by the buyer, use of the goods in inappropriate or unsuitable conditions. The Seller also reserves the right not to refund money for such goods and the right not to exchange them for other goods. The length of the warranty period is governed by the applicable provisions of the Act, i.e. it lasts 24 months, with the exceptions provided for by the Act. All warranty repairs claimed by right shall be free of charge.

Making a claim

Claims are made by post. Please include your contact details with the claim, we will inform you immediately about the resolution of the claim. Please send the goods to the address of the seller's registered office:

Editori, s. r. o.

Bajkalská 4926/1 Hrnčiarovce nad Parnou 919 35

Please do not send goods on delivery.

We will handle the complaint in one of the possible ways:

- by repairing the Goods
- exchange of Goods
- by refunding the purchase price of the Goods
- by paying a reasonable discount on the price of the Goods
- by reasoned rejection of the claim for the Goods.

In the case of an accepted claim, we will replace the goods piece for piece. The cost of its return and delivery of the new goods shall be borne by the Seller. The complaint will be processed within 30 days of its application and receipt of the claimed goods. You will be informed of the outcome of the claim immediately after the end of the claim procedure by e-mail and the claim report will be delivered to you together with the goods.

Option to withdraw from the contract

The buyer is entitled to withdraw from the contract in all cases provided for in § 7 of Act No. 102/2014 Coll. on Consumer Protection in Distance Selling within 14 days from the date of receipt of the goods or from the date of conclusion of the contract for the provision of electronic content not delivered on a tangible medium. Withdrawal is effective against the Seller from the moment when it receives the Buyer's written statement of withdrawal from the contract. In the event of withdrawal from the contract, the contract shall be terminated from the outset and the parties shall be obliged to return everything they have provided to each other on the basis of the contract.

Alternative dispute resolution

If the Buyer is not satisfied with the way in which the Seller has handled his/her complaint or if he/she believes that the Seller has violated his/her rights, he/she has the possibility to contact the Seller with a request for redress. If the Seller responds to the request for redress in a negative manner or fails to respond within 30 days from the date of its dispatch, the Buyer has the right to file a motion for the initiation of an alternative dispute resolution pursuant to the provisions of Section 12 of Act No. 391/2015 Coll. on Alternative Dispute Resolution and on Amendments and Additions to Certain Acts.

The competent entity for alternative dispute resolution of consumer disputes with the Seller is, for example, the Slovak Trade Inspection, Pekárska 23, 917 01 Trnava 1, <http://www.soi.sk> or another competent authorised legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list is available at <http://www.mhsr.sk>); the Buyer has the right to choose which of the above-mentioned alternative dispute resolution entities to turn to.

Buyers also have the option to use the online dispute resolution platform ("RSO") to resolve their disputes, in the language of their choice. The Buyer may use the RSO platform for alternative dispute resolution, which is available at

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage> .

The Buyer shall complete an electronic complaint form when submitting a submission on the RSO platform. The information they submit must be sufficient to identify the relevant online ADR entity. The Buyer may attach documents in support of his complaint.