

Terms and Conditions

For the Sale of Goods through an Online Store

INTRODUCTORY PROVISIONS

These Terms and Conditions (hereinafter referred to as the “Terms and Conditions”) of the commercial company Reli Group s.r.o. in accordance with the provisions of Section 1751(1) of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the “Civil Code”), the mutual rights and obligations of the contractual parties arising in connection with or on the basis of a purchase agreement (hereinafter referred to as the “Purchase Agreement”) concluded between the Seller and another natural person (hereinafter referred to as the “Buyer”) through the Seller’s online store.

The online store is operated by the Seller on a website located at the internet address www.reli.one (hereinafter referred to as the “Website”), through the interface of the Website (hereinafter referred to as the “Online Store Interface”).

These Terms and Conditions do not apply to cases where a person intending to purchase goods from the Seller is a legal entity, or a person acting in the course of their business activities or in the exercise of their independent profession when ordering goods.

Provisions that differ from these Terms and Conditions may be agreed upon in the Purchase Agreement. Any such deviating provisions in the Purchase Agreement shall prevail over the provisions of these Terms and Conditions.

The provisions of these Terms and Conditions form an integral part of the Purchase Agreement. The Purchase Agreement and the Terms and Conditions are drawn up in the Czech language. The Purchase Agreement may be concluded only in the Czech language.

The Seller may amend or supplement the wording of these Terms and Conditions. This provision does not affect the rights and obligations that arose during the period of validity of the previous version of the Terms and Conditions.

USER ACCOUNT

Based on the Buyer’s registration completed on the Website, the Buyer may access their user interface. Through this user interface, the Buyer may place orders for goods (hereinafter referred to as the "User Account"). If the Online Store Interface allows it, the Buyer may also place orders without registration, directly through the Online Store Interface.

During the registration process on the Website and when placing orders, the Buyer is obliged to provide accurate and truthful information. The Buyer is further obliged

to update any information provided in the User Account whenever such information changes. The information provided by the Buyer in the User Account and during the ordering process is deemed by the Seller to be accurate and current.

Access to the User Account is secured by a username and password. The Buyer is obliged to maintain confidentiality regarding the information necessary to access their User Account and to prevent unauthorized access.

The Buyer is not entitled to allow third parties to use their User Account.

The Seller reserves the right to terminate the User Account, in particular in the event that the Buyer has not used their account for more than 90 days, or if the Buyer breaches their obligations under the Purchase Agreement (including these Terms and Conditions).

The Buyer acknowledges that the User Account may not be available continuously, especially due to necessary maintenance of the Seller's hardware and software infrastructure, or due to maintenance carried out by third-party service providers.

CONCLUSION OF THE PURCHASE AGREEMENT

All presentations of goods displayed within the Online Store Interface are for informational purposes only and shall not constitute a binding offer by the Seller to conclude a Purchase Agreement for such goods. The provisions of Section 1732(2) of the Civil Code shall not apply.

The Online Store Interface includes information about the goods, including the prices of individual items and, where applicable, the costs associated with returning goods if such goods, by their nature, cannot be returned by standard postal methods. All prices are stated inclusive of value-added tax (VAT) and all applicable fees. Prices remain valid for as long as they are displayed in the Online Store Interface. This provision does not limit the Seller's ability to conclude a Purchase Agreement under individually agreed terms.

The Online Store Interface also provides information regarding the costs of packaging and delivery of goods. The packaging and delivery cost information displayed in the Online Store Interface applies only to deliveries within the territory of the Czech Republic.

To order goods, the Buyer shall complete an order form available through the Online Store Interface. The order form contains, in particular, the following details:

- The goods being ordered (the Buyer adds selected items to an electronic shopping cart within the Online Store Interface),
- The selected payment method for the purchase price,
- The chosen delivery method for the ordered goods,
- Information about the costs associated with delivery of the goods (hereinafter collectively referred to as the "Order").

Before submitting the Order to the Seller, the Buyer is provided with the opportunity to review and modify the data entered into the Order form, including the option to identify

and correct any errors that may have occurred during the data entry process. The Order is submitted by the Buyer to the Seller by clicking the button “Place Order and Pay”. All information entered in the Order is considered by the Seller to be accurate and binding.

Upon receipt of the Order, the Seller shall promptly confirm such receipt to the Buyer via email, sent to the email address provided by the Buyer in their User Account or in the Order (hereinafter referred to as the “Buyer's Email Address”).

The Seller reserves the right, depending on the nature of the Order (e.g., quantity of goods, total purchase price, estimated delivery costs), to request the Buyer to provide additional confirmation of the Order (for example, in writing or by telephone).

The contractual relationship between the Seller and the Buyer is established upon delivery of the Seller’s acceptance of the Order, which is sent to the Buyer by email, to the Buyer’s Email Address.

The Buyer agrees to the use of means of remote communication in concluding the Purchase Agreement. Any costs incurred by the Buyer in connection with the use of remote communication methods (e.g., internet connection fees, telephone charges) shall be borne by the Buyer, and such costs do not differ from standard rates.

PRICE OF GOODS AND PAYMENT TERMS

The Buyer may pay the price of the goods and any costs associated with the delivery of goods under the Purchase Agreement to the Seller by any of the following methods:

- In cash upon delivery (cash on delivery) at the location specified by the Buyer in the Order;
- Cashless bank transfer to the Seller’s account no. 5003011074/5500, maintained with Raiffeisenbank a.s. (hereinafter referred to as the “Seller’s Account”);
- Via an online payment gateway (Stripe, PayPal).

Together with the purchase price, the Buyer is also obliged to pay the Seller the costs associated with packaging and delivering the goods in the agreed amount. Unless expressly stated otherwise, the purchase price shall be deemed to include the costs of delivery.

The Seller does not require any advance payment or other similar prepayment from the Buyer. This shall not affect the provisions of Clause 4.6 of these Terms and Conditions regarding the obligation to pay the purchase price in advance.

In the case of cash payment or cash on delivery, the purchase price is payable upon receipt of the goods. In the case of cashless payment, the purchase price is due within five (5) days from the conclusion of the Purchase Agreement.

For cashless payments, the Buyer is required to indicate the payment variable symbol provided. The Buyer's obligation to pay the purchase price is fulfilled once the relevant amount is credited to the Seller's Account.

The Seller is entitled, especially in cases where the Buyer fails to provide additional confirmation of the Order (as per Clause 3.6), to require full payment of the purchase price prior to dispatching the goods to the Buyer. The provisions of Section 2119(1) of the Civil Code shall not apply.

Any discounts on the price of goods provided by the Seller to the Buyer cannot be combined, unless explicitly agreed otherwise.

If customary in business practice or required by applicable legislation, the Seller shall issue the Buyer a tax document – invoice with respect to payments made under the Purchase Agreement. The Seller is a VAT payer. The invoice shall be issued after full payment of the purchase price and sent electronically to the Buyer's Email Address.

In accordance with the Act on Registration of Sales, the Seller is obligated to issue the Buyer a receipt. At the same time, the Seller is required to register the received revenue with the tax administrator online; in case of a technical failure, this must be done no later than within 48 hours.

WITHDRAWAL FROM THE PURCHASE AGREEMENT

The Buyer acknowledges that, in accordance with Section 1837 of the Civil Code, it is not possible to withdraw from a Purchase Agreement, among other cases, in the following situations:

- for the supply of goods that have been customised or modified according to the Buyer's wishes or for the Buyer's person,
- for the supply of goods that are perishable or goods which, after delivery, were irreversibly mixed with other goods,
- for the supply of sealed goods which, after being unsealed by the Buyer, cannot be returned for hygiene reasons,
- for the supply of audio or video recordings or computer software in a sealed package, if the Buyer has broken the seal.

Unless the case falls under Clause 5.1 of these Terms and Conditions or another exception where withdrawal from the Purchase Agreement is not permitted, the Buyer shall have the right to withdraw from the Purchase Agreement in accordance with Section 1829(1) of the Civil Code, within fourteen (14) days of taking delivery of the goods. If the Purchase Agreement includes multiple types of goods or consists of multiple deliveries, the withdrawal period begins on the day of receipt of the last delivery.

Notice of withdrawal must be sent to the Seller within this 14-day period. For this purpose, the Buyer may use the model withdrawal form provided by the Seller, which forms

an annex to these Terms and Conditions. The Buyer may send the withdrawal notice, among other methods, to the Seller's registered business address or to the Seller's email address.

In the event of withdrawal pursuant to Clause 5.2 of these Terms and Conditions, the Purchase Agreement shall be terminated from the outset. The goods must be returned to the Seller by the Buyer within fourteen (14) days of the delivery of the withdrawal notice to the Seller. If the Buyer withdraws from the Purchase Agreement, the Buyer shall bear the costs of returning the goods, including cases where the goods, by their nature, cannot be returned by regular postal means.

Upon valid withdrawal from the Purchase Agreement under Clause 5.2, the Seller shall refund all monetary payments received from the Buyer within fourteen (14) days of receiving the withdrawal notice, using the same payment method that was used by the Buyer, unless expressly agreed otherwise and provided that no additional costs are incurred by the Buyer. The Seller may also refund the payment at the time the goods are returned by the Buyer or in another manner, provided the Buyer agrees and does not incur additional charges.

However, the Seller is not obliged to refund any payments to the Buyer before the goods are returned or before the Buyer provides proof that the goods have been dispatched to the Seller.

The Seller shall be entitled to unilaterally offset any claims for compensation for damage caused to the goods against the Buyer's claim for a refund of the purchase price.

In cases where the Buyer is entitled to withdraw from the Purchase Agreement under Section 1829(1) of the Civil Code, the Seller shall also have the right to withdraw from the Purchase Agreement at any time, until the moment the goods are received by the Buyer. In such a case, the Seller shall refund the Buyer the full purchase price without undue delay, via cashless transfer to the account specified by the Buyer.

If a gift is provided to the Buyer along with the goods, the gift agreement between the Seller and the Buyer is concluded with a condition subsequent that if the Buyer withdraws from the Purchase Agreement, the gift agreement shall cease to be effective, and the Buyer shall be obliged to return the gift to the Seller together with the goods.

TRANSPORT AND DELIVERY OF GOODS

If the method of transport is agreed upon at the Buyer's special request, the Buyer shall bear the risk and any additional costs associated with such method of transport.

If, under the Purchase Agreement, the Seller is obliged to deliver the goods to a location specified by the Buyer in the Order, the Buyer is obliged to accept the goods upon delivery.

In the event that, for reasons attributable to the Buyer, the goods must be delivered repeatedly or by a different method than originally specified in the Order, the Buyer shall be obliged to pay all costs associated with repeated delivery or alternative delivery methods.

Upon taking delivery of the goods from the carrier, the Buyer is required to inspect the packaging of the goods for any damage and, in the event of any defects, to immediately notify the carrier. If the Buyer discovers any damage to the packaging indicating unauthorized tampering with the shipment, they are not obliged to accept the shipment from the carrier.

This provision does not affect the Buyer's rights arising from defective goods or other rights granted to consumers under generally binding legal regulations.

Additional rights and obligations of the parties in connection with the transportation of goods may be governed by the Seller's special delivery terms, if issued.

RIGHTS ARISING FROM DEFECTIVE PERFORMANCE

The rights and obligations of the contracting parties regarding rights arising from defective performance are governed by applicable and generally binding legal regulations, in particular the provisions of Sections 1914 to 1925, Sections 2099 to 2117, and Sections 2161 to 2174 of Act No. 89/2012 Coll., the Civil Code, as amended, and Act No. 634/1992 Coll., on Consumer Protection, as amended.

The Seller is liable to the Buyer for ensuring that the goods are free from defects upon delivery. In particular, the Seller warrants that at the time the Buyer took over the goods:

- the goods have the properties agreed upon between the parties, and in the absence of such an agreement, the goods have such properties as the Seller or the manufacturer described or which the Buyer reasonably expected with regard to the nature of the goods and based on the advertising;
- the goods are suitable for the purpose for which such goods are ordinarily used or for which the Seller states they are intended;
- the goods correspond in quality or design to the agreed sample or model, if the quality or design was determined in accordance with an agreed sample or model;
- the goods are in the appropriate quantity, measure, or weight; and
- the goods comply with the requirements of applicable legal regulations.

If a defect becomes apparent within six months of delivery, it is presumed that the goods were already defective at the time of delivery.

The Seller shall be liable for defects in at least the same scope as the manufacturer is liable for defective performance. Unless otherwise stipulated, the Buyer is entitled to claim rights for defects that occur in consumer goods within twenty-four (24) months of receipt.

If a specific period of use is indicated on the sold goods, their packaging, the instructions, or in advertising in accordance with other legal regulations, the provisions on the warranty for quality shall apply. A warranty for quality means that the Seller guarantees that the goods will be fit for their usual purpose or will retain their usual properties for a certain period.

If the Buyer rightfully claims a defect, the period for asserting rights from defective performance or the warranty period is suspended for the time during which the Buyer is unable to use the defective goods.

The provisions in Clause 7.4 of these Terms and Conditions do not apply:

- to goods sold at a lower price due to the defect for which the lower price was agreed;
- to wear and tear of goods caused by ordinary use;
- to used goods in relation to a defect corresponding to the level of use or wear the goods exhibited at the time of acceptance by the Buyer;
- or if such a limitation arises from the nature of the goods.

The Buyer has no rights arising from defective performance if:

- they were aware of the defect prior to accepting the goods; or
- the defect was caused by the Buyer.

Claims for defects must be asserted with the Seller. However, if a confirmation issued by the Seller concerning liability for defects (in the sense of Section 2166 of the Civil Code) indicates a different person designated for repair, who is located either at the Seller's place of business or at a location closer to the Buyer, the Buyer shall assert the right to repair with that person.

Unless a different party is designated as per the previous paragraph, the Seller is obliged to accept the complaint at any of its business premises where such acceptance is possible with regard to the nature of the sold goods or provided services, or at its registered office or place of business.

The Seller is obligated to issue the Buyer a written confirmation indicating:

- when the Buyer asserted the claim,
- the content of the complaint,
- the method of handling the complaint requested by the Buyer,
- and subsequently, confirmation of the date and method of settlement, including confirmation of the repair performed and its duration, or a justified written rejection of the complaint.

This obligation also applies to any other person designated by the Seller to carry out repairs.

The Buyer must inform the Seller which right they have chosen at the time the defect is reported, or without undue delay after the defect has been reported. The Buyer may not change the chosen remedy without the Seller's consent, except in cases where the Buyer has requested repair of a defect that later proves to be irreparable.

If the goods do not possess the properties referred to in Clause 7.2 of these Terms and Conditions, the Buyer may demand:

- delivery of new goods without defects, unless this would be unreasonable given the nature of the defect;
- if the defect concerns only a part of the goods, the Buyer may request only replacement of that part;
- if replacement is not possible, the Buyer may withdraw from the contract.

If it would be unreasonable due to the nature of the defect—particularly where the defect can be removed without undue delay—the Buyer has the right to free defect removal.

The Buyer also has the right to:

- delivery of new goods or replacement of a part even in the case of a removable defect, if the Buyer cannot properly use the goods due to repeated occurrence of the defect after repair, or due to a larger number of defects. In such cases, the Buyer may also withdraw from the contract.

If the Buyer does not withdraw from the contract or does not exercise the right to delivery of new goods without defects, to replacement of a part, or to repair, the Buyer may request a reasonable discount on the purchase price.

The Buyer also has the right to a reasonable discount if:

- the Seller cannot deliver new goods without defects;
- the Seller cannot replace the defective part or repair the goods;
- or if the Seller fails to remedy the defect within a reasonable time or if such remedy would cause the Buyer considerable inconvenience.

OTHER RIGHTS AND OBLIGATIONS OF THE CONTRACTING PARTIES

The Buyer acquires ownership of the goods upon full payment of the purchase price.

The Seller is not bound by any codes of conduct in relation to the Buyer within the meaning of Section 1826(1)(e) of the Civil Code.

The Seller handles consumer complaints via the following electronic address: support600.reli@gmail.com. Information regarding the resolution of the Buyer's complaint will be sent by the Seller to the Buyer's email address.

For out-of-court resolution of consumer disputes arising from the purchase contract, the competent authority is the Czech Trade Inspection Authority, with its registered office at Štěpánská 567/15, 120 00 Prague 2, Czech Republic, Identification Number (IČ): 000 20 869, internet address: <https://adr.coi.cz/cs>. The platform for online dispute resolution (ODR) available at <http://ec.europa.eu/consumers/odr> may also be used for resolving disputes between the Seller and the Buyer under the purchase contract.

The European Consumer Centre Czech Republic, with its registered office at Štěpánská 567/15, 120 00 Prague 2, Czech Republic, website: <http://www.evropskyspotrebitel.cz>, is the contact point pursuant to 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 (Regulation on consumer ODR).

The Seller is authorized to sell goods on the basis of a trade license. Trade licensing control is carried out by the relevant Trade Licensing Office within its jurisdiction. Supervision in the area of personal data protection is exercised by the Office for Personal Data Protection. The Czech Trade Inspection Authority supervises compliance with Act No. 634/1992 Coll., on Consumer Protection, within a defined scope. The Buyer assumes the risk of a change in circumstances within the meaning of Section 1765(2) of the Civil Code.

PERSONAL DATA PROTECTION

The Seller fulfills their information obligation towards the Buyer in accordance with Article 13 of 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), related to the processing of the Buyer's personal data for the purposes of performance of the purchase contract, negotiation of the purchase contract, and compliance with the Seller's legal obligations, via a separate document.

SENDING COMMERCIAL MESSAGES AND STORING COOKIES

The Buyer agrees, within the meaning of Section 7(2) of Act No. 480/2004 Coll., on certain services of the information society and on the amendment of certain laws (the Act on Certain Information Society Services), as amended, to the sending of commercial communications by the Seller to the Buyer's email address or phone number. The Seller fulfills their information obligation under Article 13 of the GDPR concerning the processing of the Buyer's personal data for the purpose of sending commercial communications via a separate document.

The Buyer agrees to the storage of so-called "cookies" on their device. If it is possible to make a purchase on the website and fulfill the Seller's obligations under the purchase contract without cookies being stored, the Buyer may withdraw consent at any time.

DELIVERY

Correspondence may be delivered to the Buyer's email address.

FINAL PROVISIONS

If the contractual relationship established by the purchase agreement contains an international (foreign) element, the parties agree that the relationship shall be governed by Czech law. The choice of law under the previous sentence does not deprive the consumer Buyer of the protection afforded to them by the provisions of the legal order that cannot be derogated from by agreement and that would otherwise apply in the absence of a choice of law, under Article 6(1) of Regulation (EC) No. 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I).

Should any provision of these Terms and Conditions be or become invalid or ineffective, such invalid provision shall be replaced by a valid provision that best approximates the meaning and purpose of the invalid one. The invalidity or ineffectiveness of one provision does not affect the validity of the remaining provisions.

The purchase contract, including the Terms and Conditions, is archived by the Seller in electronic form and is not accessible.

An Annex to these Terms and Conditions is the model withdrawal form for withdrawal from the purchase contract.

Annex – Model Withdrawal Form from the Purchase Contract

Sender:

Name and Surname:

Address:

(optional – Email, Phone number):

Recipient:

Seller (Name / Business Name):

Company ID (IČ):

Registered Office Address:

Notice of Withdrawal from the Purchase Contract

On the date of I ordered the following goods from your website/online store:

[Product Name / Description], Order No.:

Total Order Value: CZK

The ordered goods were received on:

In accordance with Section 1829(1) in conjunction with Section 1818 of Act No. 89/2012 Coll., the Civil Code, I am hereby exercising my legal right to withdraw from the purchase contract concluded via the Internet, relating to the above-mentioned goods.

I am returning the goods to you along with this letter and kindly request a refund of the amount of CZK to the following bank account number:

In on the date of

Name and Surname of the Consumer:

Signature of the Consumer:

Attachments

Proof of Purchase (e.g. Invoice or Receipt)