

GENERAL TERMS AND CONDITIONS

Andrého, s.r.o., Company ID (IČO): 14128543, with its registered office at Lublaňská 267/12, Vinohrady, 120 00 Prague 2, registered with the Municipal Court in Prague under file No. C 360739 (hereinafter the „**Seller**“, „**Organiser**“, „**Provider**“ or „**Company**“) and/or for participation in the Meet&Deal COMMUNITY, for the sale of goods via the online store and for the sale of tickets to events organised by the Provider at the address www.meetdeal.cz (hereinafter the „**online store**“ or „**web address**“):

I. BASIC PROVISIONS

1. These general terms and conditions (hereinafter the „**GTC**“) are governed by the legal order of the Czech Republic, in particular Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter the „**Civil Code**“), and, in the case of a consumer, also by Act No. 634/1992 Coll., on consumer protection, and they govern:
 1. in accordance with Section 1751(1) of the Civil Code, the mutual rights and obligations of the contracting parties arising in connection with or on the basis of a purchase contract (hereinafter the „**purchase contract**“) concluded upon the sale of goods between the Seller (an entrepreneur) and a natural person (an entrepreneur or a consumer) or a legal entity (hereinafter the „**Customer**“, and together with the Seller hereinafter the „**contracting parties**“), the sale of tickets to networking events, i.e. contracts for the use of leisure time (hereinafter the „**events**“), the sale of membership in the Meet&Deal community (hereinafter the „**membership**“) and the sale of accompanying goods (hereinafter the „**merchandise**“).
2. By submitting an order (by clicking the „Order binding to payment“ button or equivalent), the Customer confirms that, before concluding the purchase contract, they familiarised themselves with these GTC, of which the notice made before conclusion of the purchase contract forms an integral part (see Article III below), and that they agree to these GTC. The Customer acknowledges that, pursuant to Section 1751 of the Civil Code, these GTC form an integral part of each purchase contract as well as of the event contract and the community contract (hereinafter the „**contracts**“).
3. Unless the contracting parties expressly agree otherwise in writing, if a specific arrangement in the contract differs from an arrangement in these GTC, the arrangement in the contract prevails.

II. DEFINITIONS

A consumer is any person who, outside the scope of their business activity or outside the scope of the independent exercise of their profession, concludes a contract with the entrepreneur or otherwise deals with them. A consumer who intends to conclude a contract as a consumer shall inform the organiser of this fact in the order note; otherwise they are deemed to act as an entrepreneur.

An entrepreneur is a person who independently carries out, on their own account and responsibility, a gainful activity in the form of a trade or in a similar manner with the intention of doing so consistently for the purpose of making a profit. For the purposes of these GTC, an entrepreneur is also considered to be any person who concludes contracts related to their own business, manufacturing or similar activity or in the independent exercise of their profession, or a person who acts in the name or on the account of an entrepreneur. For the purposes of these GTC, an entrepreneur means a person who acts in accordance with the preceding sentence within their business activity. If the Customer states their identification number (IČO) in the order, it is deemed that they act within their business activity and are considered an entrepreneur for the purposes of these GTC.

A contract is a contract concluded between the Customer and the Company whose subject is the sale of tickets to networking events, the sale of membership and the sale of Merchandise (goods that can be identified in the purchase contract by a specific or determinable reference to the online store and/or the Seller's website). The contract is concluded in the Czech language, unless the Customer and the Seller expressly agree otherwise. If the contract is drawn up in several language versions, in the event of a discrepancy between the wording of the contract in Czech and in another language, the Czech wording prevails. After conclusion, the contract is archived only for the period strictly necessary for the exercise of the rights and obligations of the contracting parties and is not accessible.

The place of performance of all contractual relationships concluded between the Company and the Customer is the Seller's registered office located at Lublaňská 267/12, Vinohrady, 120 00 Prague 2; the purchase contract and/or the framework contract determines, or may determine, another place of performance of a specific contractual relationship / specific contractual relationships.

An order means an offer to conclude a contract sent to the Company by the Customer as regulated below in these GTC.

III. NOTICE BEFORE CONCLUSION OF THE CONTRACT

1. Notice before conclusion of the contract:

In addition to the other information stated in these GTC, and possibly also in the online store, the Seller notifies the Customer as a consumer that:

- a. information about the goods is provided at the Seller's web address;
- b. the costs of means of distance communication are borne by the Buyer themselves and do not differ from the basic rate (in the case of internet and telephone connection under the conditions of the Buyer's operator; the Seller does not charge any additional fees);
- c. the Buyer pays the purchase price, or any deposit on the purchase price or comparable payments, before taking over performance from the Seller;
- d. the prices of goods and services in the online store are stated in Czech currency (CZK) or in euro (EUR) and are final, i.e. inclusive of value added tax (VAT), unless stated otherwise for a specific item, the amount of which corresponds to the relevant legal regulations in force at the time of conclusion of the contract, including all fees stipulated by law; however, the costs of delivering goods or services differ depending on the chosen method and the delivery provider and payment method; in the event that the VAT rate changes before the contract is concluded, or before the goods are dispatched, the Buyer is obliged, having regard to the type of payment chosen by the Buyer, to pay the outstanding amount of the purchase price;
- e. the graphic depiction of the goods is for information and illustration purposes only and need not correspond to the actual appearance of the goods;
- f. the contract between the Seller and the Buyer will be concluded in the Czech language;
- g. contracts concluded between the Seller and the Buyer are not contracts with recurring performance or performance for an indefinite period;
- h. the Seller does not offer digital content for sale;
- i. information about the individual technical steps leading to the conclusion of the purchase contract is provided in these GTC and in the online store;
- j. the consumer Buyer has the right to withdraw from the contract without stating a reason (unless stated otherwise) within a period of 14 days, which begins to run at the earliest:

- a. in the case of a purchase contract, from the day of taking over the goods; or
 - b. in the case of a purchase contract with delivery in several pieces/parts, from the day of taking over the last delivery of goods; or
 - c. in the case of a purchase contract whose subject is regular repeated deliveries of goods, from the day of taking over the first delivery of goods;
 - k. in the event that the Buyer has a complaint, they may lodge it at the e-mail address o@meetdeal.cz, or they may turn to a supervisory or state oversight authority with the complaint;
 - l. pursuant to Act No. 634/1992 Coll., on consumer protection, as amended (hereinafter the „**Consumer Protection Act**“), the Buyer has the right to out-of-court settlement of a consumer dispute arising from a purchase contract. The entity for out-of-court settlement of consumer disputes (ADR) in the Czech Republic is the Czech Trade Inspection Authority, with its registered office at Štěpánská 567/15, 120 00 Prague 2, IČ: 000 20 869, web address: www.coi.cz;
 - m. the Seller's contact e-mail address is o@meetdeal.cz;
 - n. the relevant information provided before conclusion of the purchase contract may be communicated to the Buyer (also) on the basis of their order, usually as part of the Seller's confirmation of such an order.
2. The provisions of Article III above do not affect the possibility of the Seller concluding a purchase contract under individually negotiated conditions.
3. Notice before conclusion of the event contract:

In addition to the other information stated in these GTC, and possibly also in the online store, the Company notifies the Customer as a consumer that:

- a. all photographs and videos on the website are for illustration purposes only;
- b. overviews of attendees in the description of individual events, or in the description of Meet&Deal as a whole, are for information purposes only and list only attendees who have purchased a ticket. The organiser points out that it is not guaranteed that an attendee who purchased a ticket (and is therefore listed on the website) will participate in the event;
- c. tickets on the website and a description of what is included are available for the relevant type of ticket. Ticket prices are stated exclusive of VAT unless, e.g., stated otherwise in the cart. As a rule, you will see the prices inclusive of VAT in the order summary;
- d. the specific conditions of payment methods are described in more detail during the order itself. Tickets are delivered to the e-mail address stated in the order;
- e. by submitting the order by pressing the „order bindingly“ button in the online store, the Customer creates a binding order that binds the Customer to payment. At that moment the contract for participation in the event (or, pursuant to the statutory term, a „contract for the use of leisure time“) is concluded. Before submitting the order, the Customer has the opportunity to check and correct or change their order;
- f. the Customer's rights arising from defective performance, or from a guarantee, and the conditions for exercising them are described in Article X of these GTC;
- g. the Customer is not entitled to withdraw from the following contracts:
 - a. for the supply of goods that were adjusted and/or made to the Customer's wishes or for their person;
 - b. for the supply of goods or services whose price depends on fluctuations of the financial market independent of the Company's will and which may occur during the period for withdrawal from the purchase contract;

- c. for the provision of services that were performed with the Customer's prior express consent before the expiry of the period for withdrawal from the contract;
 - d. for the supply of goods subject to rapid deterioration, as well as goods that, after delivery, were irreversibly mixed with other goods;
 - e. for the supply of goods in sealed packaging which the Customer removed from the packaging and which cannot be returned for hygiene reasons;
 - f. for accommodation, transport of goods, hire of a means of transport, catering or the use of leisure time (this also includes the contractual relationship between us — i.e. the purchase of a ticket to our Meet&Deal events), where the performance is to be provided under the contract on a specific date or during a specific period;
 - g. for transport, for a specific date or during a specific period;
 - h. the Seller does not offer digital content for sale within the meaning of Section 2389a et seq. of the Civil Code, unless stated otherwise in the description of a specific Membership;
 - h. upon purchase of a ticket to an event, the Customer is not entitled to withdraw from the contract within a period of 14 days from the purchase of the ticket, as it is a contract for the use of leisure time within the meaning of Section 1837 of the Civil Code. In the event of withdrawal more than 30 days before the Event takes place, the Company will refund 80% of the ticket purchase price;
 - i. out-of-court settlement of Customer complaints is ensured via the e-mail o@meetdeal.cz.
4. Notice before conclusion of the community membership contract. Membership in the community is intended exclusively for entrepreneurs. The membership contract is always concluded with an entrepreneur, because it concerns a business community, and for this reason the Customer, as a consumer, cannot withdraw from this contract.
 5. The Company verifies reviews in such a way that it publishes only reviews of persons who demonstrably purchased a ticket/membership/goods, or possibly participated in an event or visited the Community, and which are true and factually correct.

IV. EVENTS AND PURCHASE OF TICKETS

1. The online store offers tickets to events in various pricing waves (e.g. Early Bird, Standard, Last Minute). The decisive price for the Customer is the price valid at the moment the order process begins. Ticket prices for events remain valid for the period during which they are displayed on the website.
2. Before completing the order, the Customer is obliged to familiarise themselves with the characteristics, type and other description of the ticket to the event, with the information about the event itself.
3. To order tickets, the Customer fills in the order form on the website (adds tickets to the „cart“, chooses the method of paying the ticket purchase price, states the delivery address and other necessary contact details, chooses the required method of delivery of the ordered tickets and obtains information about the costs associated with the delivery of the ticket). By pressing the „Order binding to payment“ button (or equivalent) they send a binding ticket order. Before completing the order, the Customer is allowed to check and change the data they entered into the order, also with regard to the Customer's ability to detect and correct errors made when entering data into the order. The order is submitted by clicking the „Order bindingly“ button, and the order process is thereby completed.
4. The data stated in the order is considered correct by the organiser. If, during processing of the order, it is found that manifestly false or incomplete data was used, the Company may reject the order and will inform the Customer by e-mail. The Customer may be liable for damage caused by stating deliberately false or incorrect data.

5. A Customer who completes an order receives an automatic confirmation of delivery of the order to the Customer's e-mail address stated in the order or in another of our forms (hereinafter the „**Customer's electronic address**“).
6. After adding a ticket to the „cart“ and filling in the data, the ticket is reserved for the Customer for a period of 15 minutes. If the payment is not completed within this time, the reservation expires and the ticket is released for further sale. The contract for participation in the Event is concluded at the moment of confirmation of a successful payment by the Stripe payment gateway, or by the Seller's confirmation of the order submission.
7. By submitting the order, the Customer confirms that they have agreed to these GTC.
8. The Provider will deliver the ticket in electronic form in the form of a QR code with a unique UUID (MD-TICKET-`{id}`) displayed on the Website after payment, up until the start of the relevant Event. In the case of purchasing participation in an event, the subject of purchase (confirmation of participation in the event — the ticket) is deemed taken over at the moment the ticket is sent to the Customer's e-mail. The Customer is obliged to present the QR code upon entry to the Event.
9. The maximum number of tickets per order is limited to 5 pieces, unless stated otherwise for a specific Event. The Customer is not entitled to further resell the ticket at a price higher than its nominal price, nor to offer it for sale via secondary platforms without the organiser's prior written consent. In the event of a breach, the organiser is entitled to deactivate the QR code and demand a contractual penalty of twice the nominal ticket price.
10. The organiser is entitled, depending on the nature of the order (number of tickets, amount of the purchase price, etc.), to request additional confirmation of the order from the Customer (for example in writing or by telephone).
11. The Customer receives a copy of the concluded contract to the Customer's electronic address, in the wording of the valid GTC.
12. The Customer agrees to the use of means of distance communication when concluding the contract. The costs incurred by the Customer when using means of distance communication in connection with concluding the contract (costs of internet connection, costs of telephone calls) are borne by the Customer themselves, whereby these costs do not differ from the basic rate.

V. TICKET PRICE AND PAYMENT

1. Given that this is a contract for the use of leisure time with performance on a specific date, it is a case in which the Customer does not have the right to withdraw from the contract within the meaning of Section 1837(j) of the Civil Code.
2. All ticket prices are stated in Czech crowns (CZK) or euro (EUR) and are stated exclusive of VAT, unless, e.g., stated otherwise in the cart. The total price inclusive of VAT is stated in the order summary. Any discounts from the price cannot be combined with one another by the Customer.
3. The Customer pays the ticket price and any costs associated with delivery of the ticket under the contract by **bank transfer**. In the case of another payment method offered, the Customer will be informed during the order process.
4. In the case of the display of an unrealistic price, e.g. of CZK 0 (in words: zero Czech crowns), or the display of a highly non-market price, where a non-market price is considered a price that is below our purchase price, the Seller reserves the right to remove the item from the order. The Customer will be informed of this fact at the Customer's electronic address.
5. The Company sends tax documents (or invoices) to the Customer's electronic address stated in the order.

6. The organiser reserves, in the case of consumers, the retention of title to the ticket until full and timely payment of the purchase price under the contract, and in the case of entrepreneurs until full settlement of all the Company's receivables.

VI. EVENT

1. In the event that, at the moment of purchasing a ticket or at the moment of sending confirmation of participation in the event, or immediately thereafter, circumstances arise as a result of which the Company will be forced to cancel your participation in the event (e.g. „overfilling“ of the filled capacity), the Company may cancel the Customer's participation in the event (or withdraw from the contract) within 48 hours of the moment of purchasing the ticket, even without stating a reason. In such a case, the Provider will refund the purchase price of the purchased ticket (or tickets) to the bank account from which the ticket purchase price was paid.
2. In the case of purchasing participation in an event, it is otherwise not possible to withdraw from the contract or otherwise cancel the contract (except in the cases stated in the Civil Code generally for withdrawal from any contract — i.e. in the case of a material breach of the contract on our part or if it undoubtedly follows from our conduct that there will be a material breach of the contract on our part pursuant to Section 2002 of the Civil Code).
3. Any discount code is non-transferable without the organiser's prior written consent.
4. The Customer expressly acknowledges that in the event that any event occurs independently of the organiser's will, which prevents the fulfilment of their obligations under this contract and which could not be foreseen or whose consequences could not be averted or overcome, then for the duration of this event the organiser is not liable for the non-fulfilment of their obligations under the contract concerning participation in the event, or these GTC. In such a case the Company is entitled to move the place or date of the event, or to cancel the event. Force majeure includes in particular a natural disaster, fire, explosion, floods, earthquake, terrorist attack, war, strike or other events (including situations caused as a result of the spread of the COVID-19 disease) that are beyond the Company's control.
5. The Customer agrees that in the event of purchasing a ticket to an event, the organiser is entitled to use any trademarks, logos and trade names, first name and surname, position information and, where applicable, the profile photograph published on LinkedIn at the time of purchasing the event participation, for the purpose of identifying the Customer as an attendee and/or customer alongside any marketing materials or newsletters, both on the website and/or within the organiser's events. For this purpose, by purchasing a ticket, the Customer grants a non-exclusive, worldwide licence (rights) to use (and consent to the use of) such trademarks, logos and trade names, first name and surname, job position information and, where applicable, your profile photograph on LinkedIn published at the time of purchasing the event participation, for a period of 10 years (or until the consent/licence is withdrawn). The Customer may withdraw their consent and terminate the granted licence by sending an e-mail to o@meetdeal.cz. Withdrawal of consent does not affect the use of materials created in accordance with this licence before the withdrawal (in particular already printed marketing materials, archived records and publications).
6. The Customer's right to withdraw from the contract is governed by the provisions stated in Articles III, VIII(13), X, XIII, XIV, XV and XVI of these GTC.
7. The organiser is entitled to withdraw from the contract due to the sell-out of event capacity, or for organisational reasons, or for other reasons stated in these GTC, whereby in such a case the organiser will refund to the Customer the purchase price of the purchased tickets. The organiser may withdraw from the contract also in the event that the Customer has not duly and timely paid the purchase price.
8. If, together with the purchased ticket, a gift or other performance without consideration is provided to the Customer, the gift contract between the organiser and the Customer is concluded with the resolutive

condition that, if the Customer or the organiser withdraws from the contract, the gift contract regarding such gift ceases to be effective and the Customer is obliged to return the provided gift to the organiser.

9. The rules for handling personal data and the rules for sending commercial communications are regulated in our GTC.

VII. SALE OF MERCHANDISE AND PRE-ORDERS

1. All presentation of goods placed in product catalogues and/or other advertising materials of the Seller and/or in the Seller's online store is for information purposes only, and the Seller is not obliged to conclude a purchase contract regarding these goods. The display of goods (in particular on the website) is not an offer within the meaning of Section 1732(2) of the Civil Code.
2. The offer to conclude a purchase contract is made by the Customer by submitting a completed order within the Seller's online store by electronic means. An order made via the order form within the online store, in which the Customer states all mandatory data that is true, complete and otherwise undistorted, is considered a duly completed order. Mandatory data means in particular, but not exclusively, unambiguous identification of the Customer, quantity and type of goods, delivery address, telephone number and e-mail address of the Buyer. The Buyer is liable for any harm arising as a result of providing data that is untrue, incomplete or otherwise distorted.
3. An order is an offer to conclude a purchase contract and is binding on the Buyer at the moment it is submitted. By submitting the order, the Buyer undertakes to pay the purchase price of the goods in the event that the purchase contract is duly concluded with the Seller. Before submitting the order, the Buyer is allowed to check and change the data they entered into the order, also with regard to the Buyer's ability to detect and correct errors made when entering data into the order. The data stated in the order is considered correct by the Seller, unless the Buyer and the Seller agree otherwise.
4. After receiving the order via the online store, the Seller will confirm its receipt within the meaning of Section 1827(1) of the Civil Code by e-mail (hereinafter the „**Confirmation**“). This Confirmation is not an acceptance of the offer to conclude the purchase contract and serves solely to inform the Buyer that the order has been submitted/delivered to the Seller.
5. In the event that, after receiving the order from the Buyer, the goods to which the order relates sell out (partially or fully), or if the purchase price of the goods changes, the Seller will inform the Buyer of this fact by e-mail in order to agree on further procedure.
6. The costs of using means of distance communication (telephone, internet, etc.) to make the order are borne by the Buyer.
7. Merchandise is offered on the website, among other things, in the form of a pre-order. This is always stated for the order; in the case of pre-orders, the goods are always made bespoke, based on the Customer's request, and the Customer therefore cannot withdraw from this contract.
8. The purchase contract between the Customer and the Seller is concluded at the moment the Customer is delivered an express and separate confirmation of acceptance of the duly submitted order without reservation (i.e. acceptance of the order), which is sent by the Seller to the Buyer to their e-mail stated in the order (hereinafter the „**Confirmation of unconditional acceptance**“), which cannot be confused with a Confirmation of an information nature. An annex to the Confirmation of unconditional acceptance is also the current wording of the GTC (including all their annexes). If the Seller does not send the Confirmation of unconditional acceptance of the duly submitted order (acceptance of the offer) within 2 working days of its submission by the Buyer, it is deemed that the offer was not accepted by the Seller, unless otherwise agreed between the Seller and the Buyer.

9. By the purchase contract, the Seller undertakes to hand over the goods that are the subject of purchase to the Customer and to enable them to acquire ownership of the goods, and the Buyer undertakes to take over the goods and to pay the Seller the purchase price for them.
10. In accordance with Section 2132 of the Civil Code, the Seller reserves ownership of the goods, and therefore the Buyer becomes the owner of the goods only upon full payment of the purchase price. However, the risk of damage to the goods passes to the Buyer pursuant to Article VII(15) of these GTC.
11. In the event that, after conclusion of the purchase contract, when the goods have not yet been delivered to the Buyer, the purchase price of the goods increases, the Seller will inform the Buyer, who is not a consumer, of this fact without undue delay by e-mail, and in the event that the Buyer, who is not a consumer, refuses to pay the increased purchase price, the purchase contract is automatically cancelled. In the event of cancellation of the purchase contract pursuant to the preceding sentence, the Buyer is entitled solely to the return of the paid purchase price or part thereof, but not to compensation for any harm arising in this connection, within the periods and in the manner regulated in these GTC for withdrawal from the purchase contract pursuant to Articles XIII and XIV below.
12. A concluded purchase contract may be cancelled or changed only on the basis of agreement of the contracting parties or on statutory grounds, unless stipulated otherwise by the GTC.
13. The Seller will hand over to the Buyer the goods, as well as the documents relating to the goods, and will enable the Buyer to acquire ownership of the goods in accordance with the purchase contract. The Seller fulfils the obligation to hand over the goods to the Buyer if it enables them to handle the item at the place of dispatch and notifies them in time.
14. If the Seller is to dispatch the goods, the Customer bears the costs of transport and packaging. The amount of the costs will be communicated to the Customer before the order is submitted, depending on the chosen method of delivery. The Seller fulfils its obligation to hand over the goods to the Customer in the following manner: (a) to a Buyer who is not a consumer, by handing over to the first carrier for transport for the Buyer and by enabling the Buyer to exercise the rights from the transport contract against the carrier, (b) to a Buyer who is a consumer, once the carrier hands over the goods to them.
15. The risk of damage to the goods passes to the Customer as follows: (a) to a Customer who is an entrepreneur, upon handover of the goods to the first carrier for transport for the Buyer and by enabling the Buyer to handle the goods, or upon the Customer's failure to take over the goods, even though the Seller enabled them to handle it (in the case where the goods are not sent to the Customer by a carrier), (b) to a Customer who is a consumer, upon taking over the goods or upon the Customer's failure to take over the goods at the agreed time at the agreed place.
16. Upon taking over the goods, the Customer shall further check the completeness of the goods, in particular that the packaging contains everything it should contain. The Customer is obliged, immediately upon delivery, to check together with the carrier the condition of the shipment, in particular the number and integrity of the packaging, according to the enclosed consignment note or a document of similar content.
17. The length of the delivery time of the goods and the price of transport depend on the method of transport chosen by the Customer within the order. The offered methods of transport depend on the current availability of services, their capacity and the distance of the place of delivery. In the event that the chosen method of transport is not possible or suitable, the Seller is obliged to inform the Customer of this and to agree with them on another method of transport.
18. The Seller will hand over the goods to the Customer in the agreed quantity, quality and design. If the Seller delivers a larger quantity of goods than agreed, the purchase contract is also concluded for the surplus quantity, unless the Customer rejects it without undue delay.

19. If it is not agreed how the goods are to be packaged, the Seller will package the goods according to custom; if there is no custom, then in a manner necessary for preserving the goods and their protection. The Seller will secure the goods for transport in the same manner.
20. The Customer is entitled to refuse to take over a shipment that is not in accordance with the purchase contract. If the Buyer takes over a damaged shipment from the carrier, it is necessary to describe the damage in the carrier's handover protocol. An incomplete or damaged shipment must be reported without delay, no later than within 2 working days, by e-mail to o@meetdeal.cz and sent to the address communicated by the Company, together with a copy of the handover protocol in which the damage or incompleteness of the goods is recorded.
21. These provisions do not affect the statutory period for exercising rights from defective performance. A subsequent complaint about incompleteness or external damage to the shipment does not deprive the consumer of the right to make a complaint about the item; however, it gives the Seller the possibility to prove that this is not a discrepancy with the purchase contract.

VIII. SALE OF COMMUNITY MEMBERSHIP

1. The Seller offers the possibility to purchase membership in the community at various levels, which differ in particular in the scope of the services provided, the price and the capacity limit of the individual levels.
2. The Seller offers the following membership levels:
 - a. „The Sample“ — one-off membership at the price stated on the website, without a limit on the number of places;
 - b. „Member“ — membership in the form of recurring payment (monthly or annual), with a limited number of places;
 - c. „VIP“ — membership in the form of recurring payment at an individually determined price and with limited capacity; and
 - d. the Company reserves the right to create any membership beyond the levels stated in these GTC.
3. Membership prices are stated on the Seller's website in Czech crowns (CZK) or euro (EUR). The decisive price for the Customer is the price valid at the moment the order process begins. Membership prices remain valid for the period during which they are displayed on the website.
4. The scope of membership differs according to the chosen level and may include in particular participation in community events (e.g. masterminds, networking, sauna or other closed events), access to closed groups, the possibility of networking with other members, priority access to events organised by the organiser, personal consultations, VIP benefits at events, or other benefits stated on the Seller's website. The scope of membership may be unilaterally adjusted by the Seller, and in the event of a change in favour of the Client, such a change is effective upon delivery, and in the event that it would lead to a restriction of the Client's rights, with effect upon the expiry of 30 days from the notification of the change, unless the client objects to the change with the Company in writing in advance and duly terminates their contractual relationship with the Company.
5. The Customer chooses the relevant membership level on the Website in the „Community“ section. The order process begins by clicking the „Join“ button, after which the Customer is redirected to a hosted payment page (Stripe Payment Link). The Company reserves the right, by agreement in a specific case, to arrange another payment method.
6. Before completing the order, the Customer is obliged to familiarise themselves with the characteristics, type and description of the relevant membership level, in particular with the scope of the services provided and any restrictions.

7. To order membership, the Customer presses the „Join“ button or equivalent at the selected membership level. They are then redirected to the Stripe Payment Link payment gateway interface, where the Customer fills in the necessary identification and payment data. By pressing the button confirming the payment, the Customer sends a binding membership order. Before completing the order, the Customer is allowed to check and change the data they entered into the order, also with regard to the possibility of correcting errors made when entering data. The data stated in the order is considered correct by the Company. If, during processing of the order, it is found that manifestly false or incomplete data was used, the Company may reject the order and will inform the Customer by e-mail. The Customer may be liable for damage caused to the Company by stating deliberately false or incorrect data.
8. The membership contract between the Seller and the Customer is concluded at the moment of confirmation of a successful payment by the Stripe payment gateway, provided the Company does not, within 48 hours of the payment being made and the confirmation of payment being sent to the Customer, refuse membership in the Community due to the Customer's unsuitability or for reputational reasons.
9. The Seller makes the membership available to the Customer after payment of the price, to the extent corresponding to the chosen membership level. The membership is deemed made available at the moment of delivery of access data and/or making the content available.
10. The Customer agrees to the use of means of distance communication when concluding the contract. The costs incurred by the Customer when using means of distance communication in connection with concluding the contract (costs of internet connection, costs of telephone calls) are borne by the Customer themselves, whereby these costs do not differ from the basic rate.
11. Membership may be provided as:
 - a. one-off performance (time-limited access) (hereinafter „**one-off membership**“), or
 - b. recurring performance in the form of a subscription (monthly or annual) (hereinafter „**subscription**“).
12. In the case of a subscription, payments are automatically and repeatedly deducted via the Stripe payment gateway. The Customer acknowledges that the subscription automatically renews for a further period until cancelled.
13. The Customer may cancel the subscription at any time via the Company's customer portal. Cancellation of the subscription always relates to the following period and does not affect the period already paid. A one-off membership cannot be cancelled by the Customer once it has been made available.
14. In the event of an unsuccessful recurring payment, the Seller is entitled to suspend or terminate the membership.
15. The Customer acknowledges that the „Member“ and „VIP“ levels are capacity-limited. When the capacity is filled, further sale of these levels will not be enabled.
16. The Customer undertakes to use the membership in accordance with legal regulations, these GTC and good morals, in particular must not disrupt the operation of the community, harm other members or the Seller, nor use the community to spread unsolicited communications, and shall comply with the Community Code of Ethics if issued. In the event of a breach, the Seller is entitled to terminate the membership immediately without any entitlement to a refund of the price.
17. The Seller reserves the right at any time to adjust the scope of the services provided within the membership, individual benefits or the organisational settings of the community. The scope of membership may be unilaterally adjusted by the Seller; in the event of a change in favour of the Client, such a change is effective upon delivery, and in the event that it would lead to a restriction of the Client's rights, with effect upon the expiry of 30 days from the notification of the change, unless the client objects to the change with the Company in writing in advance and duly terminates their contractual relationship with the Company.

18. The Customer requests that the content of the Membership be made available before the expiry of the 14-day period for withdrawal pursuant to Section 1837(l) of the Civil Code by submitting the order and acknowledges that the right to withdraw from the contract ceases upon the making available of the content.
19. The rules for handling personal data and the rules for sending commercial communications are regulated in our GTC. The Customer agrees that, within the membership, their member profile (including first name, surname, company, position and photograph) may be displayed on the Website or in a closed group. The display of this data is subject to the member's prior consent granted within the profile settings. The member may also, in the settings of their personal profile on the website, by ticking the relevant option, grant consent to the sharing of their data (first name, surname, e-mail, telephone number, company, position) with other community members and/or attendees of events organised by the Provider. Granting this consent is voluntary and the member may withdraw it at any time by changing the settings in their personal profile. The data necessary for carrying out the payment and managing the subscription is collected and processed directly via the Stripe platform.

IX. PAYMENT METHODS

1. The Customer undertakes to pay the Company the purchase price for the event, merchandise or membership by the method they stated in the order, whereby they are entitled to choose from the following options, if these are stated in the online store:
 - a. **Payment card** — after creating the order, the Customer is redirected to the secure Stripe payment gateway, where the Customer enters the necessary data for payment. This method of paying the purchase price is considered a deposit payment on the purchase price;
 - b. **Deposit payment to account (bank transfer) before dispatch of goods** — after receiving the order, the Company sends the Customer the amount of the purchase price, the account number and the variable payment symbol, in text form or in the form of a QR code. The goods will be dispatched or handed over after the Customer, having concluded the purchase contract, pays the purchase price to the Seller's bank account before dispatch of the goods; otherwise the goods will not be dispatched or handed over. This method of paying the purchase price is considered a deposit payment on the purchase price. In the case of this payment method, the Customer's obligation to pay the purchase price is fulfilled at the moment the relevant amount is credited to the Seller's account;
 - c. **Payment to account (bank transfer) on the basis of an issued tax document (invoice)** — the Customer pays for the goods in accordance with the data stated in the tax document (invoice) issued by the Seller. Unless agreed otherwise, the invoice is due 14 days from its issuance. In the case of this payment method, the Customer's obligation to pay the purchase price is fulfilled at the moment the relevant amount is credited to the Seller's account.
2. Together with the purchase price, the Customer is obliged to pay the Seller also the costs associated with packaging and delivery of the goods in the agreed amount.
3. The Company reserves the right to limit or extend the method of paying the purchase price according to the nature and conditions of a specific contractual relationship.
4. The Seller will send information about the due date of the purchase price and the information necessary for paying the purchase price within the Confirmation of unconditional acceptance. The due date of the purchase price depends on the method of paying the purchase price and does not fall later than at the moment of handover of the goods or ticket to the Customer.
5. The Customer receives the tax document (invoice) containing the basic data of the purchase contract together with the goods, by e-mail to the electronic address the Customer states in the order, or in another agreed manner.

6. All prices of goods, including promotional prices, apply until revoked, until sold out or for a time-limited period.
7. The Customer acknowledges that final prices of goods stated in Czech crowns (CZK) may be stated after rounding to whole crowns in accordance with the relevant legal regulations, and in specific situations, therefore, a slight deviation from the stated purchase price may occur in the final sum of all purchased goods; this is due precisely to rounding to whole crowns.
8. The original price means the price at which the Seller offered the goods in question without taking into account any possible bonuses, marketing campaigns to support sales and other discount promotions run by it, e.g. in the online store operated by it, whereby the price that better reflects the price level of the given product on the market will always be displayed.
9. The Customer acknowledges that cases may arise where the contract between the Company and the Customer is not concluded, in particular in the event that the Customer orders goods at a price published in error as a result of an error in the Seller's internal information system. The Seller undertakes in such a case to inform the Customer of this fact.
10. The Seller reserves the right to declare the purchase contract concluded as invalid if there has been misuse of personal data, misuse of a payment card, etc., or due to intervention by an administrative or judicial authority. The Customer will be informed of such a procedure. The Customer acknowledges that in the cases stated the purchase contract cannot validly arise.

X. RIGHTS FROM DEFECTIVE PERFORMANCE OF THE CUSTOMER AS A CONSUMER

1. The provisions of this article apply exclusively to relationships between the Company and a Customer who is a consumer.
2. The rights and obligations of the contracting parties regarding rights from defective performance are governed by the relevant generally binding legal regulations (in particular the provisions of Sections 1914 to 1925, Sections 2099 to 2117 and Sections 2161 to 2174b of the Civil Code and the Consumer Protection Act).
3. The Seller is liable to the Customer that the goods, upon taking over, are free from defects; in particular, the Seller is liable that the goods:
 - a. correspond to the agreed description, type and quantity, as well as quality, functionality, compatibility, interoperability and other agreed characteristics;
 - b. are suitable for the purpose for which the Buyer requires them and to which the Seller agreed; and
 - c. are delivered with the agreed accessories and instructions for use, including assembly or installation instructions.
4. The Seller is liable to the Customer that, in addition to the agreed characteristics:
 - a. the goods are suitable for the purpose for which goods of that type are usually used, also with regard to the rights of third parties, legal regulations, technical standards or codes of conduct of the given sector, if there are no technical standards;
 - b. the goods correspond, in quantity, quality and other characteristics, including durability, functionality, compatibility and safety, to the usual characteristics of goods of the same type that the Buyer may reasonably expect, also with regard to public statements made by the Seller or another person in the same contractual chain, in particular by advertising or labelling;
 - c. the goods are delivered with accessories, including packaging, assembly instructions and other instructions for use that the Buyer may reasonably expect; and

- d. the goods correspond in quality or design to the sample or specimen that the Seller provided to the Buyer before conclusion of the purchase contract.
5. The Customer shall carry out an inspection of the goods for the purpose of checking their freedom from defects without undue delay after taking over.
 6. The Seller is not bound by a public statement pursuant to Article X(4) above if it proves that it was not aware of it or that it was, at the time of conclusion of the purchase contract, adjusted at least in a comparable manner to how it was made, or that it could not have had an influence on the decision to purchase.
 7. Article X(4) above does not apply in the event that the Seller specifically warned the Buyer before conclusion of the purchase contract that some characteristic of the goods differs and the Buyer expressly agreed to this upon conclusion of the purchase contract.
 8. If a defect manifests itself within one year of taking over, it is deemed that the goods were already defective upon taking over, unless the nature of the goods or the defect excludes this. This period does not run for the period during which the Buyer cannot use the goods, in the event that they duly reported the defect.
 9. The Buyer may report a defect that manifests itself on the goods within a period of two years of taking over.
 10. If the Buyer duly reported a defect to the Seller, the period pursuant to Article X(9) above does not run for the period during which the Buyer cannot use the goods.
 11. The right from defective performance does not belong to the Customer if they themselves caused the defect. A defect of the goods is not wear and tear of the goods caused by their usual use or, in the case of used goods, wear and tear corresponding to the extent of their prior use.
 12. If the goods have a defect, the Buyer may request its removal. According to their choice, they may request the delivery of new goods without a defect or the repair of the goods, unless the chosen method of removing the defect is impossible or, compared to the other, disproportionately expensive; this is assessed in particular with regard to the significance of the defect, the value the goods would have without the defect, and whether the defect can be removed by the other method without significant difficulties for the Buyer. The Seller may refuse to remove the defect if it is impossible or disproportionately expensive, in particular with regard to the significance of the defect and the value the goods would have without the defect.
 13. The Seller will remove the defect within a reasonable time after it is reported, so as not to cause the Buyer significant difficulties, whereby the nature of the goods and the purpose for which the Buyer purchased the goods are taken into account. To remove the defect, the Seller will take over the goods at its own cost. If it requires the disassembly of the goods whose assembly was carried out in accordance with the nature and purpose of the goods before the defect manifested itself, the Seller will carry out the disassembly of the defective goods and the assembly of the repaired or new goods, or will bear the costs associated therewith.
 14. The Buyer may request a reasonable discount or withdraw from the purchase contract if:
 - a. the Seller refused to remove the defect or did not remove it in accordance with Article X(13) above;
 - b. the defect manifests itself repeatedly;
 - c. the defect is a material breach of the purchase contract; or
 - d. it is evident from the Seller's statement or from the circumstances that the defect will not be removed within a reasonable time or without significant difficulties for the Buyer.
 15. If the defect of the goods is insignificant, the Buyer cannot withdraw from the purchase contract (within the meaning of Article X(14) above); a defect of the goods is deemed not to be insignificant. If the Buyer withdraws from the purchase contract, the Seller will return the purchase price to the Buyer without undue delay after it receives the goods or after the Buyer proves that they dispatched the goods.

16. The Buyer is entitled to exercise rights from defective performance with the Seller. However, if another person designated for the repair of the goods is stated in the documentation for the goods, the Buyer is entitled to exercise the right to repair the goods also with this person, if this person is at the Seller's location or at a location closer for the Buyer.
17. A complaint may be exercised with the Seller in the following manner:
 - a. by e-mail to the address o@meetdeal.cz with the delivery of a complaint form, whereby the Company will subsequently communicate to the Customer the address for sending the goods.
18. Complained-about goods that are sent by the Buyer cash-on-delivery will not be taken over by the Seller.
19. The Buyer's complaint must contain a specification of the complained-about goods and the defect that the Buyer is complaining about.
20. When making a complaint, the Buyer shall prove to the Seller their entitlement to exercise the complaint with the Seller. This can best be done by presenting a sales document.
21. The Buyer shall inform the Seller which right they have chosen upon reporting the defect, or without undue delay after reporting the defect. The Buyer cannot change the choice made without the Seller's consent; this does not apply if the Buyer requested a repair of a defect that turns out to be irreparable.
22. Upon exercise of a complaint, the Seller is obliged to issue the Buyer a written confirmation stating the date on which the Buyer exercised the complaint, what its content is, what manner of settlement of the complaint the Buyer requires, and the Buyer's contact details for the purposes of providing information about the settlement of the complaint. This obligation also applies to other persons designated to carry out the repair.
23. The Buyer is obliged to enable the Seller to assess the entitlement of the complaint and possibly settle the complaint. For this purpose, the Buyer usually transports the complained-about goods at their own cost to the Seller for assessment. If this is not possible and/or purposeful (e.g. due to the goods being installed or the dimensions or weight of the goods), the Buyer will enable an inspection of the goods and possibly other steps at the location where the goods are situated. The Buyer will likewise enable the Seller or a service technician secured by the Seller. To facilitate the assessment of the complaint, it is suitable to send documents evidencing the defect, e.g. photographs; however, sending them does not affect the Seller's right to assess the complaint also by personal inspection.
24. Goods handed over for a complaint will be tested only for the defect stated by the Buyer.
25. The complaint, including any removal of the defect, must be settled and the Buyer informed thereof no later than within 30 days of the day of exercising the complaint, unless the Seller and the Buyer agree on a longer period.
26. After settlement of the complaint, the Seller will call on the Buyer to collect the goods, and the Buyer is obliged to take over the goods within a reasonable time. This applies also in the event that the complaint is assessed as unjustified.
27. If the Buyer does not collect the goods within 30 days of the Seller's call, the Seller will charge the Buyer, after the futile expiry of this period, storage for the storage of the goods in the amount of CZK 50, including any VAT, in the statutory amount, for each day of delay. If the Buyer does not collect the goods from the complaint settlement within 4 months of the day on which they were informed of the settlement, the Seller reserves the right to sell the goods and to use the proceeds to cover the storage and sale of the goods, whereby any surplus will be handed over to the Buyer. Such a sale of the goods will be preceded by notification of the Seller's intended sale to the Buyer, with an alternative period for taking over the goods of no less than one month, and the futile expiry of this period.
28. The Seller is obliged to issue the Buyer a confirmation of the date and manner of settlement of the complaint, including confirmation of the performance of the repair and its duration, or a written justification

of rejection of the complaint. This obligation also applies to other persons designated to carry out the repair.

29. After the futile expiry of the period pursuant to Article X(25) above, the Buyer may withdraw from the purchase contract or request a reasonable discount.
30. If any gifts are provided with the purchased goods, no rights of the Buyer from liability for defects apply to them.
31. The Seller is not liable for damage to goods caused by incorrect or non-expert installation, handling, transport, connection, assembly or unsuitable maintenance of the goods, use of the goods contrary to the instructions for use, or in a manner different from that in which the goods are usually used. This does not apply if the Seller ensures the assembly or installation, provided the defect arose as a result of a deficiency in the instructions.
32. The person who has the right from defective performance is also entitled to reimbursement of costs purposefully incurred in exercising this right. However, if the Buyer does not exercise the right to reimbursement within one month of the expiry of the period within which the defect must be reported, the court will not grant the right if the Seller objects that the right to reimbursement was not exercised in time.

XI. RIGHTS FROM DEFECTIVE PERFORMANCE OF THE CUSTOMER AS AN ENTREPRENEUR

1. The Customer acknowledges that, in the case of event contracts and community membership contracts, in accordance with Section 1837(j) of the Civil Code, the Customer does not have the right to withdraw from the contract pursuant to Section 1829 of the Civil Code (withdrawal from the contract within 14 days without stating a reason), with regard to the fact that it is a contract for the use of leisure time and the provision of digital content for entrepreneurs, during whose performance they act as an entrepreneur, and moreover the performance is provided on a specifically determined date.
2. The Customer may request a refund of the purchase price for a purchased ticket to an event before the start of the event at the e-mail addresses o@meetdeal.cz or in writing to the address stated in the heading of these GTC, including stating the reason for the request for a refund and the order number.
3. In the event of a change of the event date, the Customer has the right to a refund of the ticket purchase price (admission). The Customer may exercise this within 7 days of notification of the change of the event date, otherwise the ticket lapses, by sending a request to the e-mail address o@meetdeal.cz. If the Customer does not exercise their right within the stated period, it is deemed that they agree to participation in the event on the changed date. In the event that the change of the event date occurs due to force majeure (e.g. natural disaster, epidemic, decision of a public authority), the ticket remains valid for this changed date and the Customer does not have the right to a refund of the admission or an exchange of the ticket for the event.
4. In the event of cancellation of the Event, the Customer has the right to a refund of the full ticket purchase price (admission). The Customer may exercise the right to a refund of the admission or a voucher for a further purchase (if provided to you) no later than within 7 days of the cancelled event date by sending a request to the e-mail address o@meetdeal.cz. If the Customer does not exercise their right within the stated period, they only have the right to an exchange of the ticket for a voucher for a further purchase. In the event that the event is completely cancelled due to force majeure (e.g. natural disaster, epidemic, decision of a public authority), the Customer only has the right to an exchange of the ticket for a voucher for a further purchase.
5. The provisions of this article apply exclusively to relationships between the Company and a Customer as an entrepreneur.
6. The Company is liable to the Customer that the goods, upon their taking over by the Customer, are free from defects, in particular that they are delivered in the agreed quantity, quality and design. If the quality

and design are not agreed, the Seller performs in quality and design suitable for the usual purpose.

7. The Customer is obliged, upon taking over the goods, to carry out with due professional care an inspection of the goods for the purpose of checking their quantity, quality and design upon taking over the goods. Defects of the goods detectable upon inspection of the goods must be complained about immediately and recorded in the delivery note or the carrier's consignment note; otherwise these defects cannot be complained about.
8. Defects of the goods undetectable upon inspection must be complained about within a period of three days from the day on which the Customer detected these defects, or from the day on which they could have detected these defects with the exercise of due professional care.
9. A complaint may be exercised by e-mail to the address o@meetdeal.cz and to the address communicated by the Company.
10. Complained-about goods that are sent by the Customer cash-on-delivery will not be taken over by the Seller.
11. The Customer's complaint must contain:
 - a. proof that the goods were purchased from the Seller, for example an invoice and delivery note;
 - b. a specification of the complained-about goods; and
 - c. a specification of the defect being complained about.
12. Part of the complaint is also the Customer's communication of which right from defective performance they have chosen. The Customer cannot change the choice made without the Seller's consent; this does not apply if the Customer requested a repair of a defect that turns out to be irreparable. If the Customer does not propose a manner of settlement of the complaint, the Seller may decide on the manner of settlement.
13. If the complaint does not contain the data pursuant to Article XI(7) and (8) above, it is not considered a duly made complaint and the Seller is not obliged to take it into account.
14. The Customer is obliged to enable the Seller to assess the entitlement of the complaint and possibly settle the complaint. For this purpose, the Customer transports the complained-about goods at their own cost to the Seller for assessment in suitable packaging, ideally in the original packaging. If this is not possible and/or purposeful, the Customer will enable an inspection of the goods and possibly other steps at the location where the goods are situated. Where it cannot be excluded, for example as a result of processing the goods into a new item, the Customer is obliged to enable the Seller to take a sample of the complained-about goods for the purpose of assessing the complaint, including any preparation of an expert opinion. In the event of a breach of any of the above obligations on the part of the Customer, as a result of which a proper assessment of the exercised claim of the Customer is not possible, the Customer's claim from a defect of the goods ceases.
15. A complaint about defective goods purchased from the Seller may be exercised directly only by the Customer, i.e. the person for whom the tax document for the purchase of the goods was issued.
16. If the Seller issues the Customer a complaint report, the Customer is obliged to confirm it.
17. Goods handed over for a complaint will be tested only for the defect stated by the Customer.
18. The Seller undertakes to settle the complaint, including any removal of the defect, within 30 days of the day of exercising the complaint.
19. In the event of a defect in the quantity of the delivered goods, the Customer has the right to removal of the defect by delivering the missing goods. If a partial delivery of goods is made deliberately (the quantity of goods delivered is the same as the quantity stated in the delivery note), then it is not a defect but a partial delivery.

20. If the defective performance is a material breach of the purchase contract, the Customer has the right:
 - a. to removal of the defect by delivery of new goods without a defect;
 - b. to removal of the defect by repair of the goods;
 - c. to a reasonable discount from the purchase price; or
 - d. to withdraw from the relevant purchase contract.
21. If the defective performance is a non-material breach of the purchase contract, the Customer has the right:
 - a. to removal of the defect by repair of the goods; or
 - b. to a reasonable discount from the purchase price.
22. The Company is entitled to decide that, instead of a repair, new goods will be delivered, in particular if the repair would be associated with unreasonable costs or would otherwise be impractical. In the case of defective performance that is a non-material breach of the purchase contract, the Company is entitled to decide that, instead of a repair of the goods, a reasonable discount from the purchase price is provided.
23. The reasonable discount from the purchase price of the goods will be calculated by the Company and settled with the Customer by a corrective tax document.
24. After settlement of the complaint, the Company will call on the Customer to collect the goods, and the Customer is obliged to take over the goods without undue delay from the Seller. This applies also in the event that the complaint is assessed as unjustified.
25. If the Customer does not collect the goods within 30 days of the Seller's call, the Seller will charge the Customer, after the futile expiry of this period, storage for the storage of the goods in the amount of CZK 50, including any VAT, in the statutory amount, for each day of delay. If the Customer does not collect the goods from the complaint settlement within 4 months of the day on which they were informed of the settlement, the Seller reserves the right to sell the goods and to use the proceeds to cover the storage and sale of the goods, whereby any surplus will be handed over to the Customer.
26. Rights from defects of goods do not arise in the cases stipulated by legal regulations, in particular:
 - a. in the case of goods sold at a lower price for the defect for which the lower price was agreed;
 - b. in the case of wear and tear of the goods caused by their usual use;
 - c. in the case of used goods for a defect corresponding to the extent of use or wear that the goods had upon taking over by the Customer;
 - d. in the case of a defect caused by incorrect or non-expert installation, handling, transport, connection, assembly or unsuitable maintenance of the goods, use of the goods contrary to the instructions for use or in a manner different from that in which the goods are usually used or installed;
 - e. if the Customer knew of the defect of the goods at the time of conclusion of the purchase contract or had to know of it with the exercise of usual attention, or if the Customer themselves caused the defect;
 - f. the defect was caused by external events after the passage of the risk of damage to the goods to the Customer.
27. The Customer cannot withdraw from the purchase contract, nor request the delivery of new goods, if they cannot return the goods in the condition in which they received them. This does not apply if:
 - a. a change of condition occurred as a result of an inspection for the purpose of detecting a defect of the goods;
 - b. the Customer used the goods before the defect was discovered;
 - c. the Customer did not cause the impossibility of returning the goods in an unchanged condition by an act or omission; or

d. the Customer sold the goods before the defect was discovered, consumed them, or altered the goods during usual use; if this occurred only in part, the Customer returns to the Company what they can still return and gives the Seller compensation up to the amount by which they benefited from the use of the goods.

28. If any gifts are provided with the purchased goods, no rights of the Customer from liability for defects apply to them.
29. Warranty certificates, instructions or other documentation relating to the goods may further stipulate conditions concerning the use of the goods and their maintenance, including regular service inspections, etc. These conditions are binding on the Customer. In the event of failure to comply with the conditions, the Company is not liable for defects thereby caused or for damage thereby arising, or the liability for defects or the warranty ceases entirely, if so stipulated by the documentation of the goods.

XII. GUARANTEE OF QUALITY

1. In an individual purchase contract, a framework contract and/or in the documentation enclosed with the goods, the Seller may provide a guarantee for the goods. The length and conditions of the guarantee are in such a case governed by the individual purchase contract or the documentation for the goods.

XIII. WITHDRAWAL OF THE BUYER AS A CONSUMER FROM A PURCHASE CONTRACT CONCLUDED BY DISTANCE MEANS OR AWAY FROM BUSINESS PREMISES

1. The provisions of this article apply exclusively to withdrawal from a purchase contract concluded by distance means or away from the Seller's business premises by the Buyer as a consumer.
2. The consumer has the right to withdraw from the purchase contract without stating a reason within 14 days. By withdrawal from the purchase contract, the purchase contract is cancelled from the outset.
3. The period for withdrawal from the purchase contract runs from the day of taking over the goods (in the case of a purchase contract whose subject is several types of goods or the delivery of several parts, from the day of taking over the last delivery of goods; in the case of a purchase contract whose subject is regular repeated delivery of goods, from the day of taking over the first delivery of goods).
4. For withdrawal it is possible to use the form that forms Annex No. 1 to these GTC (hereinafter the „**Notice of withdrawal**“). Upon receipt of the Notice of withdrawal, the Seller will confirm its receipt to the Buyer without undue delay and in text form.
5. The period for withdrawal is deemed observed if, during its course, the withdrawal from the contract is delivered to the Seller; the withdrawal from the contract may be sent to the e-mail address o@meetdeal.cz or by post to the address communicated by the Company.
6. If the consumer withdraws from the purchase contract, they will send or hand over to the Seller without undue delay, no later than within 14 days of withdrawal from the purchase contract, the goods that they received from it. The goods must be returned to the Seller undamaged and unworn, packaged and sufficiently protected against damage, best in the same manner as upon delivery. The Buyer bears the direct costs associated with the return of the goods. If a contract concluded via means of distance communication is concerned, the Buyer bears the costs of returning the goods if these goods cannot be returned by their nature by the usual postal route — these costs amount to CZK 100 or the price locally and time-wise usual for the cheapest admissible delivery.
7. The Buyer is liable for a decrease in the value of the goods that arose as a result of handling this goods otherwise than is necessary in order to become acquainted with the nature, characteristics and functionality of the goods. The Buyer acknowledges that if the goods returned by the Buyer are damaged, worn or partially consumed, the Seller has a claim against the Buyer for compensation for the damage thereby

arising. The claim for compensation for the damage arising the Seller may unilaterally set off against the Buyer's claim for the return of the purchase price.

8. If the Buyer withdraws from the purchase contract, the Seller will return to them, without undue delay, no later than within 14 days of withdrawal from the purchase contract, all funds, including the delivery costs, that it received from them under the purchase contract, in the same manner. The Seller will return the received funds to the Buyer in another manner only if the Buyer agrees to this and if no additional costs thereby arise for the Buyer. If the Buyer chose a delivery method other than the cheapest method of delivering the goods offered by the Seller, the Seller will return to the Buyer the costs of delivering the goods in the amount corresponding to the cheapest offered method of delivering the goods.
9. For the return of payments, the Seller uses the same payment means that the Buyer used to carry out the initial transaction, unless agreed otherwise. The Seller will return the payment only after it receives the goods or after the Buyer proves that they sent the goods to the Seller. The payments will be reduced by the costs borne by the Buyer, in particular the costs of returning the goods to the Seller (if the Buyer does not directly incur them), compensation for the decrease in the value of the goods, etc.
10. The Buyer cannot withdraw from the purchase contract in the cases stipulated by Section 1837 of the Civil Code, in particular it is not possible to withdraw from a purchase contract:
 - a. for the supply of goods manufactured according to the consumer's requirements or adapted to their personal needs;
 - b. for the supply of goods that are subject to rapid deterioration, or goods with a short shelf life, as well as goods that, due to their nature, were irreversibly mixed with other goods after delivery;
 - c. for the supply of goods in sealed packaging which, for reasons of health protection or hygiene, is not suitable to return after the consumer has broken it;
 - d. for the supply of goods whose price depends on fluctuations of the financial market independent of the Seller's will and which may occur during the period for withdrawal from the contract.

XIV. WITHDRAWAL OF THE CUSTOMER AS AN ENTREPRENEUR FROM A CONTRACT

1. The provisions of this article apply exclusively to withdrawal from the contract by the Customer as an entrepreneur.
2. In the event of withdrawal from the purchase contract, the Customer is liable for the decrease in the value of the goods that arose as a result of handling this goods otherwise than is necessary in order to become acquainted with the nature, characteristics and functionality of the goods. The Customer acknowledges that if the goods returned by the Customer are damaged, worn or partially consumed, the Seller has a claim against the Customer for compensation for the damage thereby arising. The claim for compensation for the damage arising the Seller may unilaterally set off against the Customer's claim for the return of the purchase price.
3. If the Customer withdraws from the purchase contract, the Seller will return to them, without undue delay, no later than within 30 days, the purchase price. However, the Seller will return the payment only after it receives the goods from the Customer. For the return of payments, the Seller uses the same payment means that the Customer used to carry out the initial transaction, unless agreed otherwise.
4. The Customer as an entrepreneur is obliged to return the goods without undue delay after withdrawal from the purchase contract, no later than within 14 days.
5. Other rights and obligations regarding withdrawal from the purchase contract by the Customer are governed by the relevant provisions of the Civil Code.

XV. INSTRUCTIONS FOR RETURNING GOODS UPON WITHDRAWAL FROM THE PURCHASE CONTRACT

1. The Customer sends the goods to the Seller's address communicated by the Company.
2. The Customer is obliged to pack the goods in packaging that sufficiently protects them against damage, and if possible, best in the original packaging.
3. The goods must be returned clean and complete, including all parts and accessories. In the event that the Seller finds that some part or accessory of the goods is missing, the Seller will not carry out the return without undue delay. Until the goods are completely returned by the Customer, the Seller reserves the right to retain part of the purchase price in the amount corresponding to the value of the unreturned part or accessory, unless the Customer, who is a consumer, proves that they sent the complete goods. If some part or accessory of the goods is not returned, the Customer will be refunded the purchase price reduced by the price of the undelivered part or accessory.
4. The Customer encloses with the goods a copy of the proof of purchase and payment of the goods. The consumer has the right to prove the purchase of the goods from the Seller also in other ways; nevertheless, the Seller recommends enclosing the stated documents. In the event that the purchase of the goods from the Seller is not proven, the Seller is not obliged to accept the withdrawal.
5. Returned goods that are sent to the Seller cash-on-delivery will not be taken over by the Seller. The Seller recommends insuring the transport of the returned goods.

XVI. OTHER PROVISIONS

1. The Customer is aware that, by purchasing goods from the Seller, they do not acquire any rights to use industrial or intellectual property, in particular trademarks, patents, registered marks, trade names and company logos of products.
2. The Customer acknowledges and agrees that all communication that is to be conducted under these GTC or the purchase contract by e-mail will be sent by the Seller to the e-mail address or postal address stated by the Customer in the order.
3. The Customer as an entrepreneur who, on the basis of the purchase contract, obtained goods from the Seller, bears, in the event that they sell such goods in a different manner to a foreign person and/or on a foreign market, all liability for a breach of any rights to intellectual property abroad in connection with such goods. The Customer undertakes to compensate the Seller without delay, upon their call, for all financial obligations, debts, costs and damage that arise or arose to them in connection with a breach of rights to intellectual property under the preceding sentence; if the Seller, in connection with a breach of rights to intellectual property under the preceding sentence, is obliged to fulfil any non-monetary obligation, the Customer undertakes, without delay upon their call, to fulfil this obligation instead of the Seller, and in the event that this is not possible, to compensate the Seller for all costs associated with the fulfilment of this obligation.
4. The Company is entitled, in the event of the Customer as an entrepreneur being in delay with the payment of any financial amount under the purchase contract, to demand a contractual penalty of 0.1% of the amount owed for each day of delay. The Customer undertakes to compensate the Seller, in addition to the contractual penalty, also for the damage arising from the breach of the obligation to which the contractual penalty relates, including any costs associated therewith, as well as the actual costs of legal representation, and that in full.
5. The Seller is not liable to the Customer as an entrepreneur or to third parties for damage arising on the basis of contractual relationships concluded by the Customer with third parties, in particular for consequential or indirect damage.

6. The Seller is liable to the Customer as an entrepreneur for any harm arising on the basis of or in connection with the purchase contract, including lost profit and non-pecuniary harm, exclusively up to the amount of the monetary performance paid by the Customer to the Company on the basis of such a purchase contract at the moment the harm arises, but at most up to CZK 20,000.
7. The Seller is entitled to withdraw from any contract also in the event that:
 - a. the Customer breaches an obligation arising to them from any contract under these GTC or in the event of failure to provide the necessary cooperation for the provision of performance by the Company under the contract;
 - b. the Customer becomes insolvent, insolvency proceedings are initiated against them, execution or enforcement of a decision against their property is finally ordered, or the Customer enters into liquidation; or
 - c. a measure of a public authority is ordered that is incompatible with the further continuation of this purchase contract and/or framework contract.
8. Withdrawal does not affect the right to payment of the contractual penalty, the right to compensation for damage, or arrangements which, by their nature, are to bind the contracting parties even after termination of the purchase contract or framework contract.

XVII. SECURITY AND PROTECTION OF PERSONAL DATA

1. The Customer acknowledges that the Customer's personal data provided by the Customer to the Company may be the subject of the processing of personal data within the meaning of Regulation (EU) No. 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 (hereinafter the „**Regulation on the protection of data**“).
2. The scope and manner of processing of the Customer's personal data by the Seller is described in more detail in Annex No. 2 to these GTC (hereinafter the „**information provided by the controller of personal data**“). The information provided by the controller of personal data forms an integral part of these GTC. By submitting the order, the Customer confirms that, before conclusion of the purchase contract, they familiarised themselves with the information provided by the controller of personal data in its entire scope.
3. In the event that the Customer has granted / grants consent within the meaning of Article 6(1)(a) of the Regulation on the protection of personal data, the Customer's personal data may also be processed in connection with the marketing activities of the Seller and/or the Seller's business partners (marketing activities to which the Customer's consent has been granted also include the sending of commercial communications by electronic means) and/or in connection with the verification of the creditworthiness, trustworthiness and/or payment morale of the Customer. The Customer may withdraw their possible consent at any time during the process of preparing and submitting the order. Personal data processed exclusively on the basis of the Customer's consent will be processed only for the period during which the relevant consent is valid. The scope and manner of processing of personal data with the Customer's consent is otherwise governed by, and follows from, the information provided by the controller of personal data.
4. The Seller may further, upon the granting of consent, process so-called „cookies“ in order to facilitate the provision of information society services, in accordance with Directive 95/46/EC on the purpose of „cookies“ or similar tools, so that customers are familiar with the information stored on the end device they use; customers have the possibility to refuse to have „cookies“ or similar tools stored on their end devices, e.g. by launching the functionality of anonymous browsing in their browser.

XVIII. FINAL PROVISIONS

1. These GTC, as well as the mutual legal relationships of the contracting parties under the purchase contract and/or the framework contract, are governed by the legal regulations of the Czech Republic, in particular the Civil Code. The contracting parties expressly exclude the conflict-of-laws provision of Act No. 91/2012 Coll., on private international law. The application of the UN Convention on Contracts for the International Sale of Goods, including the Convention on the Limitation Period in the International Sale of Goods, is excluded.
2. Any disputes will be decided by the substantively competent court of the Czech Republic locally competent according to the Seller's registered office.
3. If these GTC are drawn up in several language versions, in the event of a discrepancy between the wording of these GTC in Czech and the GTC in another language, the GTC in the Czech wording prevail for interpretation.
4. Contracts under these GTC may be supplemented only in writing, including electronic form.
5. The following annexes form an integral part of these GTC:

Annex No. 1 — Template form for withdrawal from the purchase contract by a consumer

Annex No. 2 — declaration of the controller of personal data

6. The contracting parties have agreed that the Company is entitled to assign or transfer any rights and/or obligations under contracts concluded under these GTC to a third party even without the Customer's consent; the Customer may assign or transfer such rights and/or obligations to a third party only with the Company's prior written consent.
7. In the event that any of the provisions of these GTC or the contracts are or become apparent, invalid or ineffective, and can be separated from the rest of the content of these GTC or the contracts, this will not affect the existence, validity and effectiveness of the remaining provisions, and the contracting parties declare that they have an interest in the duration and performance of these GTC and the contracts even in the case of such an apparent, invalid or ineffective provision. The contracting parties are obliged to provide each other with mutual cooperation so that the apparent, invalid or ineffective provision is replaced by such a valid and effective provision that preserves to the greatest possible extent the economic purpose intended by the apparent, invalid or ineffective provision.
8. These GTC are valid and effective from 01.07.2026 and replace any previous GTC. These GTC may be amended and adapted at any time in the future to the development of the legal order of the Czech Republic or the future business needs of the Company. Customers whose legal relationship with the Company is governed by these GTC will be informed of such a change without delay, with the fact that the amended GTC will be binding on all parties from the first day of the second month following the moment they were informed of the change, unless they object in writing to such a change with the Seller in advance and duly terminate their contractual relationship with the Seller.

In Prague on 30 July 2026

Annex No. 1

Form for notice of withdrawal from a purchase contract

(complete this form and send it back only if you wish to withdraw from the purchase contract)

Addressee:

E-mail: _____

I hereby give notice that I withdraw from the purchase contract for the purchase of these goods:

Tax document number:

Date of order:

Date of receipt:

Name and surname of the consumer:

Address of the consumer:

The purchase price is to be refunded by cashless transfer to bank account number:

Place and date

Signature of the buyer (consumer)
(only if this form is sent in paper form)