

## INSTRUCTION ON THE EXERCISE OF THE CONSUMER'S RIGHT TO WITHDRAW FROM A CONTRACT CONCLUDED AT A DISTANCE AND A CONTRACT CONCLUDED OUTSIDE THE MERCHANT'S PREMISES

### 1. Right to withdraw from the contract

You have the right to withdraw from this contract without giving a reason within ..... days (fill in according to point 1 of the Instructions for completion)

The period for withdrawing from the contract expires after ..... days (fill in according to point 1 of the Instructions for completion) from ..... (complete according to point 2 of the Instructions for completion)

When exercising the right to withdraw from the contract, inform us of your decision to withdraw from this contract by a clear statement (for example, by letter sent by post or e-mail) to the address:

.....

(fill in according to point 3 of the Instructions for completion). For this purpose, you can use the sample form for withdrawing from the contract, which we handed over or sent to you, but its use is not mandatory.

(Fill in the text according to point 4 of the Filling Instructions if you allow consumers to withdraw from the contract through your website.)

The withdrawal period is preserved if you send a notice of exercise of the right to withdraw from the contract before the withdrawal period expires.

### 2. Consequences of withdrawal from the contract

After withdrawing from the contract, we will return all payments you made in connection with the conclusion of the contract, including the costs of delivering the goods to you. This does not apply to additional costs if you have chosen a different type of delivery than the cheapest standard delivery method we offer.

Payments will be returned to you no later than 14 days from the day we receive your notice of withdrawal from this contract. The payment will be made in the same way that you used for your payment, if you did not expressly agree to a different payment method, without charging any additional fees.

*(Fill in the text according to point 5 of the Instructions for completion, if you do not offer to pick up the goods when the consumer withdraws from the contract.)*

*(Fill in the information according to point 6 of the Instructions for filling in.)*

*(Fill in the information according to point 7 of the Instructions for filling in.)*

### Instructions for filling:

1. Fill in the number "14" or "30" according to the length of the withdrawal period from a contract concluded at a distance and a contract concluded outside the merchant's premises according to § 20 par. 1 of Act no. 108/2024 Coll.

2. Complete one of the texts listed in quotation marks

a) in the case of a contract for the provision of a service or a contract for the supply of digital content other than on a physical medium: "conclusion of the contract."; b) in the case of a contract for the

delivery of goods: "when you or a third party designated by you, other than the carrier, takes over the goods.";

c) in case of delivery of several goods ordered by you separately in one order:

"when you or a third party designated by you, other than the carrier, takes over the goods that were delivered last.";

d) in the case of delivery of goods consisting of several parts: "when you or a third party designated by you, other than the carrier, takes over the last part of the goods.";

e) when delivering goods repeatedly over a certain period of time: "when you or a third party designated by you other than the carrier takes over the first delivered goods.".

3. Fill in your business name and registered office or place of business, telephone number and e-mail address.

4. "If you are interested, you can fill out and send a sample form for withdrawing from the contract or any other unequivocal declaration of withdrawal from the contract also electronically through our website: ..... [fill in website address].

If you use this option, we will immediately confirm the acceptance of withdrawal from the contract on a durable medium (for example by e-mail)."

5. "We can wait for a refund until the goods are returned to our address or until we can prove that you have sent the goods back, whichever comes first."

6. Inform the consumer how the goods can be returned after withdrawal from the contract

a) complete the method of returning the goods

– "We will pick up the goods." or

– "Send the goods back to us or bring them to our address or hand over ..... [if you have authorized a certain person to receive the goods, fill in their name and address] no later than 14 days from the day of exercising the right to withdraw from the contract. The period is considered to be preserved if you send the goods back before the expiry of the 14-day period.";

b) complete the information on the payment of the costs of returning the goods

– "We bear the costs of returning the goods.";

– "You bear the direct costs of returning the goods.";

– If, in the case of a contract concluded at a distance, you do not offer to bear the costs of returning the goods and the goods, due to their nature, cannot be returned by post: "You bear the direct costs of returning the goods in the amount of ..... euros [fill in the amount]."; or if the costs associated with returning the goods cannot be reasonably calculated in advance: "You bear the direct costs of returning the goods. The expected estimate of these costs is ..... euros [fill in the amount]."; or

– If, in the case of a contract concluded outside the business premises of the trader, due to its nature, the goods cannot be sent back to the trader by post and were delivered to the consumer's home at the time of the conclusion of the contract: "We will pick up the goods at our own expense." And

c) add the information about the consumer's responsibility for damage caused to the returned goods: "You are only responsible for any decrease in the value of the goods as a result of handling them in a different way than is necessary to determine the nature, properties and functionality of the goods.".

7. In the contract for the provision of services, add: "If you requested the start of the provision of the service during the period for withdrawing from the contract, you are obliged to pay us the price for the actually provided performance until the day when you notified us of your decision to withdraw from this contract."