

BUSINESS TERMS

In [the nookstyle.cz](http://nookstyle.cz) e-shop customers from the Czech Republic can buy.

1) GENERAL PROVISIONS

Buyer-consumer by placing a binding order in the nookstyle.cz e-shop operated by PPRgroup s.r.o. with headquarters (please do not send packages to this address): Martinovská 3238/159, Martinov, 723 00, IČO 28624998, DIČ CZ28624998, confirms that he agrees with the terms and conditions for the supply of goods. The relations between the buyer and the seller are governed by these terms and conditions and are binding for both parties. These terms and conditions define and specify the rights and obligations of the seller and the buyer. All contractual relationships are concluded in accordance with the legal system of the Czech Republic. At the same time, the buyer is sufficiently informed before sending the order himself about the possibility to familiarize himself with the terms and conditions and the complaints procedure.

2) ORDERING GOODS

The buyer agrees to use remote means of communication when concluding the purchase contract. The costs incurred by the buyer when using means of communication at a distance in connection with the conclusion of the purchase contract (costs of internet connection, costs of telephone calls) are covered by the buyer himself. The subject of the contract is only the goods listed in the purchase contract - order. The condition for the fulfillment of the validity of the electronic order is the correct filling in of all the required data and details specified in the order form. The order is also a draft of the purchase contract, when the purchase contract itself is created at the moment of delivery with binding confirmation of the order by the seller. From this moment, mutual rights and obligations arise between the buyer and the seller. The offer for the sale of goods and the prices of these goods remain valid for as long as they are displayed in the web interface of the NOOK style online store. The seller is entitled, depending on the nature of the order (quantity of goods, amount of the purchase price, estimated transport costs), to ask the buyer for additional confirmation of the order (for example, in writing or by telephone). The buyer acknowledges that the seller is not obliged to enter into a purchase contract, especially with persons who have previously materially violated the purchase contract, including the terms and conditions. The purchase contract and terms and conditions are drawn up in the Czech language. The purchase contract is concluded in the Czech language.

If you have any questions, please contact us at nookstyl@gmail.com.

3) ORDER CONFIRMATION

The order is accepted immediately. We will immediately send you an order confirmation by e-mail to the e-mail address you specified in the order. You will also be informed by e-mail about the status of your order and the final dispatch of the shipment.

We will of course contact you in case of misunderstandings.

4) PAYMENT AND DELIVERY OF GOODS

We accept payment by online card or bank transfer to account No. 43-6987750287/0100.

5) EXCHANGE OF GOODS

We do not accept exchanges.

6) RETURN OF GOODS

In accordance with § 1829, paragraph 1 of the new Civil Code, the buyer-consumer has the right to withdraw from the purchase contract within 14 days of receiving the goods and to return the goods without giving any reason without any penalty.

The buyer-consumer must send the goods by registered mail to the address: NOOK style, Veveří 488/60, Brno-střed, 602 00 complete, including accessories, gifts, etc., without signs of use, undamaged, in the original packaging with tags intact (if the tag product has) and within a limit of 14 days.

In no case can the goods be returned by post for cash on delivery. Any such returned goods will not be accepted by the seller.

Returned goods must be in their original condition (clothes not washed, not worn, not ironed, must not smell of perfume or anything else) and marked with the original identification label of the goods if the product contains one. It is also necessary to document the thank you card that the customer-consumer received in the package and at the same time fill out the electronic form on our website and attach this printed form to the package.

If the order was paid for with a Gift Card: the relevant amount will be refunded by issuing a new Gift Card.

The original shoe box does not serve as a postal package under any circumstances!

The buyer-consumer acknowledges that if the returned goods are damaged, worn or partially consumed, the seller has a claim against the buyer for compensation for the resulting damage or a claim for non-recognition of the return. The seller is entitled to unilaterally set off the claim for payment of the incurred damage against the buyer's claim for a refund of the purchase price. The buyer is responsible for damage caused during transport due to the choice of unsuitable packaging, the seller will refund in such a case to the purchasing consumer the purchase price reduced by compensation for damage or reserves the right not to accept the return. Upon fulfillment of these conditions and after delivery of the shipment to the seller, a financial settlement will be made with the buyer according to mutual agreement. The costs associated with returning the goods (mainly postage) will be borne by the buyer.

Returning goods to the e-shop can be compensated in two ways:

- refund of the purchase price by bank transfer within 30 days of receiving the returned goods
- credit to the next order (the value of the returned purchase price will be transferred to a gift voucher, which is time-limited to 1 year).

7) CANCELLATION OF ORDER

You can order in the nookstyle.cz e-shop cancel free of charge within 24 hours of ordering at the latest, but only if the order has not yet been shipped.

8) COMPLAINT PROCEDURE AND WARRANTY

The NOOK style e-shop bears no responsibility for goods damaged during transport. When taking over the shipment, carefully check whether the transport packaging is not damaged and immediately report any damage to the delivery person upon taking over the shipment. If you find damaged packaging or other signs of damage to the shipment upon receipt, ask the delivery person to write a complaint report about damage to the shipment. The buyer does not have to accept the damaged shipment. This reason must be stated in the complaint form in our online store nookstyle.cz passes inspection. Any complaints about goods purchased in our online store will be handled to your satisfaction by an individual agreement with you and in accordance with the applicable legal regulations. We provide a 24-month warranty for all goods from the date of receipt of the goods by the purchasing consumer. The warranty only covers manufacturing defects. The complaints procedure applies to complaints about defects in goods that are within the warranty period or that are in violation of the purchase contract. In the event of a justified complaint, the buyer has the right to reimbursement of postage in the necessary amount. In case

an unauthorized complaint shall void the buyer's right to any reimbursement of costs related to handling the complaint.

Please also check the products immediately after receiving the shipment. Later complaints (if it is not a manufacturing defect) will not be taken into account.

The warranty does not cover:

- defects caused by normal use - change and fatigue of the material in proportion to the length and frequency of wear
- improper use - mechanical damage
- improper storage
- improper maintenance and cleaning

The warranty does not apply to goods for which the warranty period has expired on the day of application of the complaint.

Complaint procedure:

- inform us about the complaint by e-mail, in writing, or using a form
- send the claimed goods by registered mail to the address of the company headquarters: NOOK style, Veveří 488/60, Brno-střed, 602 00
- attach a copy of the proof of purchase of the claimed goods in our store to the claimed goods – the invoice, which also serves as a warranty card, and enclose a completed claim form, which can be found below for download

Your claim will be processed in accordance with the law. We will handle your complaint as quickly as possible, no later than within 30 days of its origination, i.e. the acceptance of the goods by our company. In the case of longer complaints, we will inform you immediately about the status of the complaint. You will be notified by e-mail about the handling of the complaint. The warranty period is extended by the period during which the goods were under warranty repair. In case of exchange of goods, the buyer receives a new warranty of 24 months.

Depending on the nature of the defect, the buyer - consumer has the following rights when claiming the warranty:

- if it is a defect that can be removed - the right to free, proper and timely removal of the defect, the right to exchange defective goods or a defective part, if this is not disproportionate due to the nature of the defect, and if such a procedure is not possible, the right to a reasonable discount from the purchase price or the right to withdraw from the purchase contract
- if it is an irreparable defect preventing the proper use of the goods - the right to exchange the defective goods or the right to withdraw from the purchase contract
- if there are removable defects occurring in large numbers or repeatedly and preventing the proper use of the goods - the right to exchange the defective goods or the right to withdraw from the purchase contract
- if there are other defects that cannot be removed and he does not require the exchange of the goods, he has the right to a reasonable discount from the purchase price or the right to withdraw from the purchase contract

The seller reserves the right to terminate the business relationship with such a buyer whose complaints are disproportionate or whose purchases are evaluated as speculative. The seller is responsible to the buyer for the fact that the sold item is in accordance with the purchase contract when the buyer takes it over. In the event that the item upon acceptance by the buyer is not in accordance with the purchase contract (hereinafter referred to as a discrepancy with the purchase contract), the buyer has the right to have the seller restore the item to a condition corresponding to the purchase contract free of charge and without undue delay, according to the buyer's request, either by replacing the item or repairing it. If such a procedure is not possible, the buyer can demand a reasonable discount on the price of the item or withdraw from the contract. This does not apply if the buyer knew about the violation of the purchase contract before taking over the item or caused the violation of the purchase contract himself.

The others are adequately governed by the generally binding statutory provisions arising in particular from Act No. 40/1964 Coll., Civil Code. and No. 513/1991 Coll., Commercial Act, as amended by later provisions.

COMPLAINT form

9) OTHER RIGHTS AND OBLIGATIONS OF THE CONTRACTING PARTIES

The buyer acquires ownership of the goods by paying the full purchase price of the goods. The buyer agrees to send information related to the seller's goods, services or business to the buyer's e-mail address and further agrees to the seller's sending commercial messages to the buyer's e-mail address. The buyer acknowledges that the software and other components making up this online store, such as graphics, including photos of the offered goods and product descriptions, are protected by copyright. The buyer undertakes not to perform any activity that could allow him or third parties to interfere or use the software or other components that make up the web interface of the store. When using the web interface of the store, the buyer is not entitled to use mechanisms, software or other procedures that could have a negative effect on the operation of the web interface of the store.

The web interface of the store can only be used to the extent that it does not affect the rights of other customers of the seller and that is in accordance with its purpose. The wording of the terms and conditions may be changed or supplemented by the seller. This provision does not affect the rights and obligations arising during the period of validity of the previous version of the terms and conditions.

10) In the event that a consumer dispute arises between us and the consumer from a purchase contract or from a contract for the provision of services, which cannot be resolved by mutual agreement,

the consumer can submit a proposal for an out-of-court settlement of such a dispute to a designated entity for out-of-court settlement of consumer disputes, which is:

Czech Trade Inspection Central Inspectorate – ADR Department Štěpánská 15 120 00 Prague 2 Email: adr@coi.cz
Website: adr.coi.cz _____

According to the Sales Registration Act, the seller is obliged to issue a receipt to the buyer. At the same time, he is obliged to register the received sales with the tax administrator online. In the event of a technical failure, within 48 hours at the latest.