General Terms and Conditions (GTC) for the Online Store www.zeie.eu

1. Identification of the Seller and Contact Information

- **Seller**: ZEIE, s. r. o, Sokolovská 178/10, 040 11 Košice, Company ID: 56496621, EU VAT ID: 2122330639;
- **Contact Information** (sales and marketing): hello@zeie.eu
- **Supervisory Authority**: Slovak Trade Inspection (SOI), SOI Inspectorate for Bratislava Region, Prievozská 32, P.O. Box 5, 820 07 Bratislava 27, Department of Technical Product Control and Consumer Protection, and Legal Department, tel.: 02/58272 172, 02/58272 104, fax: 02/58272 170

  Web: www.soi.sk | Filing Complaints

2. Basic Provisions

- These GTC regulate the rights and obligations of the contracting parties from the purchase agreement between the seller and the buyer, the subject of which is the purchase of goods presented on www.zeie.eu.
- Buyer: a person who, by sending an order, expresses interest in purchasing the goods.
- Consumer: a natural person not acting within business activity.
- Entrepreneur: a person registered in the Commercial Register, a tradesperson, or another entrepreneur according to special regulations.
- Relationships with buyers – consumers are governed by the Civil Code and consumer protection laws.
- Relationships with buyers – entrepreneurs are governed by the Commercial Code.
- The buyer is identified in the billing data; the Company ID (IČO) determines the business status.

3. Goods and Orders

- Goods: products presented in the online store www.zeie.eu.
- By sending an order, the buyer agrees that the GTC apply to each purchase agreement.

- Explicit deviations from the GTC take precedence if agreed in writing.
- Comments or special requests in the order are informative unless the seller expressly accepted their binding nature.

Information obligations before concluding a purchase agreement

- Identification of the seller and contact information (Article 1).
- Description of goods and their characteristics on the catalog page.
- Prices of goods including VAT, excluding shipping and postage costs.
- Payment methods: payment via payment gateway.
- Delivery terms and deadlines (Article 6).
- Information about the seller's liability for defects, warranty, and complaints (Complaint Procedure).
- Possibility to file a complaint with SOI.

4. Withdrawal from the Purchase Agreement

Buyer – Consumer

- Period: 14 days from receipt of the goods.
- Withdrawal is also possible before the start of the period.
- Goods are considered received:
    1. Upon taking over all parts of the ordered goods,
    2. Upon delivery of the last part if the order is split,
    3. Upon repeated delivery during a period, at the moment of receiving the first goods.
- Notification of withdrawal: in writing or by e-mail to **returns@zeie.eu**.
- Use of the withdrawal form from [Complaint Form].
- The buyer bears the costs of returning goods that cannot be sent by post.
- Goods must be in original condition, undamaged, including accessories and documentation.
- The seller will refund payments within 14 days using the same method, unless otherwise agreed.

Restrictions on Withdrawal

The buyer cannot withdraw from the contract for:

- Goods mixed with other goods, perishable goods, custom-made goods, or services whose provision started with their consent,
- Goods sealed for hygiene reasons, unsealed software, periodicals (except subscriptions), online digital content.

5. Conclusion of the Purchase Agreement

Order: filling out and submitting the order form.

- The seller confirms receipt of the order (non-binding).
- The purchase agreement is concluded only upon binding acceptance of the order by e-mail after checking availability.
- The buyer is obliged to take over the goods and pay the price including delivery costs.
- Ownership rights transfer to the buyer only after full payment.

6. Price and Payment Terms

- Prices include VAT and are valid at the time of sending the order.
- The seller may unilaterally change prices and correct obvious errors.
- The delivery price depends on the delivery location and method.

7. Delivery Terms

- Delivery according to the catalog on www.zeie.eu.
- Delivery time depends on product availability:
    - In stock: usually immediately
    - On order: 5–15 working days
- The seller may extend the delivery time and request the buyer to take over the goods.
- Unaccepted goods after 5 working days: storage fee 0.5% of the price/day.

8. Warranty Conditions and Complaint Procedure

- Warranty according to the Complaint Procedure (integral part of the GTC).
- Warranty may be confirmed in writing with a warranty certificate.
- Complaint – procedure according to the Complaint Procedure.
- Warranty does not cover defects caused by misuse, mechanical damage, natural disasters, improper installation, excessive load, or intervention by unauthorized persons.

9. Withdrawal from the Contract by the Seller

The seller may withdraw for the following reasons:

1. Delay of the buyer > 5 days
2. Sold-out stock
3. Unavailability of goods
4. Interruption of production or significant changes by the supplier
5. Impossibility to deliver the goods within the specified deadline/price
6. Force majeure

10. Framework Purchase Agreement

- The framework agreement regulates business, delivery, payment, and other conditions.
- GTC apply appropriately, with deviations in the framework agreement taking precedence.
- GTC and the framework purchase agreement are mutually interconnected (price, order, acceptance, delivery).

11. Alternative Dispute Resolution

Only for the buyer – consumer.

- The buyer may request a remedy by e-mail at **hello@zeie.eu**.
- If the seller's response is not satisfactory or within 30 days, the consumer may submit a proposal to ARS according to Act No. 391/2015 Coll.

- ODR Platform: ec.europa.eu/consumers/odr
- Disputes with a value ≤ 20 € are not subject to ARS.

12. Final Provisions

- Rights and obligations are governed by Slovak law.
- The buyer may assign claims only with the seller's consent.
- By sending an order, the buyer confirms reading and agreement with the GTC.
- The seller may change the GTC at any time; the version effective on the day of sending the order applies.

Effective date: 01.10.2023