

## GENERAL TERMS AND CONDITIONS FOR WWW.2EUR.SK

These general terms and conditions ("**Terms**") govern the rights and obligations of you, as buyers, and us, as sellers or traders, within the framework of contractual relationships concluded through distance communication, specifically through the E-shop on the **2eur.sk** website.

All information about the processing of your personal data is contained in the principles of personal data processing, which can be found here [www.2eur.sk/podmienky-ochrany-osobnych-udajov/](http://www.2eur.sk/podmienky-ochrany-osobnych-udajov/)

As you probably know, we primarily communicate remotely. Therefore, our Contract also applies to the means used. distance communications that allow us to agree without the simultaneous physical presence of Us and You.

If any part of the Terms and Conditions contradicts what we have jointly agreed upon as part of the process of Your Order on Our E-shop, that specific agreement will take precedence over these Terms and Conditions.

### 1. SOME DEFINITIONS

1.1. **Digital performance** is everything that you can purchase in the E-shop by concluding a Contract for the provision of digital performance and at the same time consists of data created and delivered in digital form or a digital service that allows you to create, process, store data in digital form or access such data.

1.2. **Price** is the financial amount you will pay for the Goods;

1.3. **The shipping price** is the financial amount you will pay for the delivery of the Goods, including the price for packaging, shipping, postage or other fees;

1.4. **The total price** is the sum of the Price and the Price for transport, any other costs and fees, if these have not been  
can be determined in advance;

1.5. **VAT** is a value added tax according to applicable law;

1.6. **E-shop** is an online store operated by Us at [www.2eur.sk](http://www.2eur.sk), where the  
purchase of Goods;

1.7. **Invoice** is a tax document issued in accordance with the Value Added Tax Act for the Total Price;

1.8. **We** are **Golden Forest, spol. s ro**, with registered office at **Bajksláká 9B, 83104 Bratislava**, Company ID **47 669 268**, registered in the Commercial Register kept by the Municipal Court **Bratislava III**, section **sro**, entry no. **97134/B**, e-mail **info@2eur.sk** telephone number **0949 675 249** legally referred to as the seller and/or trader; For the avoidance of doubt, we are not operators of the online market, and therefore we are not persons who operate and provide the online market to Consumers, even through a third party, and therefore we are not subject to special information obligations under Sections 16 and 17 of the Data Protection Act.  
consumer.

1.9. **The Order** is your irrevocable proposal to conclude a Contract for the purchase of Goods with Us;

1.10. **An entrepreneur** is a person registered in the Commercial Register, conducting business on the basis of a trade license, carries out business on the basis of a license other than a trade license under special regulations or a person who carries out agricultural production and is registered in accordance with a special regulation.

1.11. **A consumer** is a natural person who, when concluding and performing a consumer contract, does not act within the framework of the subject of its business or other entrepreneurial activity.

1.12. **A consumer purchase contract** is a purchase contract concluded between a trader as a seller and a Consumer as a buyer, if the subject of the purchase is any movable property, including property with digital elements, water, gas or electricity sold in a limited volume or in a specified quantity, even if the property has yet to be manufactured or produced, including according to the specifications of the Consumer as a buyer.

1.13. **Goods** are everything that you can purchase in the E-shop.

1.14. **A user account** is an account created based on the data provided by you, which allows for the storage of entered data and storing the history of ordered Goods and concluded contracts or accessing and the use of the Digital Content supplied under the Contract for the provision of digital performance;

1.15. **You** are the person purchasing from our E-shop, legally referred to as the buyer. If you indicate your identification number (IČO) in the order, you acknowledge that the provisions of these Conditions that are specifically intended for Entrepreneurs as well as conditions mutually agreed between by us, while you are still entitled to full protection against unfair and aggressive commercial practices and against deceptive acts and omissions within the limits of relevant legislation proceedings;

1.16. **The Contract** is a purchase contract agreed on the basis of a duly completed Order sent via the E-shop, and is concluded when you receive an Order confirmation from Us. The Contract is also a contract for the purchase of an item with digital elements and a contract for the provision of digital performance. In the event that these The terms and conditions refer specifically to the purchase contract in their individual parts or individual points. goods with digital elements or a contract for the provision of digital performance, such special regulation applies only to the Goods and/or Digital Performance provided on the basis of the given contractual type.

1.17. **A distance contract** is a contract between a trader and a consumer agreed and concluded exclusively through one or more means of distance communication without simultaneous physical the presence of the trader and the Consumer, in particular by using the online interface, e-mail, telephone, fax, mailing list or offer catalog ("Agreement").

1.18. **The Civil Code** is the Slovak Act No. 40/1964 Coll., as amended.

1.19. **The Consumer Protection Act** is the Slovak Act No. 108/2024 Coll. on Consumer Protection and on Amendments and amendments to certain laws.

## 2. GENERAL PROVISIONS AND INSTRUCTIONS

2.1. Purchase of Goods is possible only via [www.2eur.sk](http://www.2eur.sk).

2.2. When purchasing Goods, it is Your obligation to provide Us with all information correctly, completely and truthfully. We will therefore consider the information you provided to us when ordering the Goods to be correct, complete and true.

## 3. CONCLUSION OF THE CONTRACT

3.1. The Contract with Us can only be concluded in Slovak or English.

3.2. The contract is concluded remotely via the E-shop, with the costs of using communication

You will pay for the means used to conclude the Contract remotely. These costs do not increase the Total

The price of the Goods, and even the fees, do not differ from the basic rate you pay for the use of these means (in particular for internet access), so you do not need to expect any additional costs charged by Us beyond the Total Price. By submitting an Order, you agree to the use of means of distance communication.

3.3. In order for us to conclude the Contract, it is necessary for you to create a draft Order in the E-shop.

This proposal must include the following information:

a) Information about the purchased Goods (in the E-shop you mark the Goods you are interested in purchasing, "Add to cart" button);

b) Information about the Price, Shipping Price, VAT, method of payment of the Total Price and the requested method delivery of the Goods; this information will be entered as part of creating the Order proposal within the E-shop user environment, while information about the Price, Shipping Price, VAT and Total Price will be automatically included by Us in the Order proposal based on the Goods selected by You and the method of its delivery;

c) Your identification data used to enable us to deliver the Goods, in particular to the extent of name, surname, delivery address, telephone number and email address;

3.4. During the creation of the Order draft, you can change and check the data until it is created.

3.5. After checking by pressing the "Order with payment obligation" button, you will create the Order. Before pressing the button, you must confirm that you have read and agree to the Terms and Conditions, otherwise it will not be possible to create the Order. The checkbox is used for confirmation and agreement. After pressing the "Order with payment obligation" button, all filled-in information will be sent directly to Us.

3.6. We will confirm your Order to you as soon as possible after it has been delivered to Us by a message sent to your e-mail address specified in the Order. The confirmation will include a summary Orders and these Terms and Conditions. Confirmation of the Order by us constitutes the conclusion of the Contract. between Us and You. The Terms and Conditions in effect on the date of ordering form an integral part of the Contract.

3.7. There may be cases when we will not be able to confirm your Order. This is especially the case when the Goods are not available or when you order a larger number of Goods than we have.

However, information about the maximum number of items of Goods will always be provided to you in advance within the E-shop. we will provide and should therefore not be surprising to you. In the event that there is any reason why we cannot confirm the Order, we will contact you and send you an offer to conclude the Contract in an amended form compared to the Order. In such a case, the Contract is concluded at the moment when Our You confirm the offer.

3.8. In the event that an obviously incorrect Price is stated in the E-shop or in the Order proposal, mainly due to a technical error, we are not obliged to deliver the Goods to you at this Price even if you have received confirmation of the Order and therefore the Contract has been concluded. In such a situation, we will contact you immediately and in such a case we will be entitled to withdraw from the Contract, and we will send you this withdrawal from the Contract together with an offer to conclude a new Contract in an amended form compared to the Order. The new In such a case, the Contract is concluded at the moment when You confirm Our offer. If You do not confirm Our offer within 3 days of its sending, We are entitled to withdraw from the concluded Contract. For obvious

An error in the Price is considered, for example, a situation where the Price clearly does not correspond to the usual price for other sellers at the time of creating the Order or is quite obviously missing or an additional figure is given in the Price.

3.9. In the event that the Contract is concluded, you will be obligated to pay the Total Price.

3.10. If you have a User Account, you can place an Order through it. Even in this case, you are obliged to check the correctness, truthfulness and completeness of the pre-filled information.  
data. The method of creating an Order is the same as in the case of a buyer without a User Account, but the advantage is that it is not necessary to fill in your identification data repeatedly.

3.11. In some cases, we allow you to use a discount for the purchase of Goods. To provide a discount, you must fill in the details of this discount in the pre-specified field within the Order proposal. If you do so,  
The Goods will be provided to you at a discount.

#### **4. USER ACCOUNT**

4.1. Based on your registration in the E-shop, you can access your User Account.

4.2. When registering a User Account, it is your obligation to provide all entered data correctly and truthfully and to update it in case of changes.

4.3. Access to the User Account is secured by a username and password. With regard to these access details, it is your obligation to maintain confidentiality and not to provide these details to anyone.  
We do not bear any responsibility if they are misused.

4.4. The user account is personal and you are therefore not entitled to allow its use by third parties.

4.5. We may cancel your User Account, especially if you have not used it for more than **2 years**, after your withdrawal from the Contract or in the event that you breach your obligations under the Contract.

4.6. The user account may not be available continuously, especially with regard to the necessary maintenance of hardware and software equipment.

#### **5. PRICE AND PAYMENT TERMS, RESERVATION OF TITLE**

5.1. The price is always stated in the E-shop, in the draft Order and in the Contract. In the event of a discrepancy between the Price stated for the Goods within the E-shop and the Price stated in the Order draft, the Price stated shall apply.  
in the draft Order, which will always be identical to the price in the Contract. The draft Order also states the Shipping Price, or the conditions under which shipping is free.

5.2. The total price according to point 1.4 is stated including VAT, including all fees set out  
special legal regulations.

5.3. We will require payment of the Total Price from you after the conclusion of the Contract and before the delivery of the Goods. Payment  
You can do the total price in the following ways:

a) By bank transfer. We will send you payment information in the confirmation.

Orders. In case of payment by bank transfer, the Total Price is payable within **5 business days**.

b) By card online. In this case, payment is made via **the Shoptet Pay payment gateway**, and the payment is governed by the terms and conditions of this payment gateway, which are available at:

<https://www.shoptetpay.com/sk/vseobecne-obchodne-podmienky-sluzby-shoptet-pay/>.

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In the case of online card payment, the total price is payable within **5 business days**.

c) Cash on delivery. In this case, payment will be made upon delivery of the Goods, rather than upon handover of the Goods.

In the case of payment by cash on delivery, the Total Price is payable upon receipt of the Goods.

5.4. The invoice will be issued in electronic form after payment of the Total Price and will be sent to your e-mail address specified in the Order after the order has been processed. The invoice will also be physically attached to the Goods and available in your User Account, if you have one.

5.5. Ownership of the Goods shall only pass to you after you have paid the Total Price and the Goods have been delivered to you.

In the case of payment by bank transfer, the Total Price is paid by crediting funds to

Our account, in other cases, is paid at the time of payment.

## **6. DELIVERY OF GOODS, TRANSFER OF RISK OF ACCIDENTAL DAMAGE AND ACCIDENTAL DETERIORATION AND LOSS OF THE PURCHASE OBJECT**

6.1. The goods will be delivered to you in the manner of your choice, and you can choose from the following options:

a) Personal collection in Bratislava only by prior agreement;

b) Personal collection at the delivery points of Packeta or Slovak Post;

c) Delivery via transport companies Slovak Post or Packeta.

6.2. Goods can only be delivered within Europe.

6.3. We are obliged to deliver the goods to you without delay, but no later than 30 days from the date of conclusion of the Contract, unless we agree otherwise. The goods are delivered at the moment when you or a person designated by you takes them over, or when we hand them over to the carrier you have appointed outside the possibilities of transport, which we have offered to you. If the Goods require assembly or installation by Us, the Goods are deemed to be delivered only upon completion of assembly or installation. Goods with digital elements are deemed to be delivered at the moment they are made available to you for download as a digital service.

6.4. During the performance of the Contract, circumstances may arise that will affect the delivery date by you of the ordered Goods. About the change in the delivery date and the new expected delivery date We will inform you immediately by e-mail about the delivery of the ordered Goods, while your right to withdraw from the Contract is not affected by this. Our notification of the new delivery date of the Goods also includes Our request to you to state whether you insist on the delivery of the Goods ordered by you on the new date. In the case of personal collection, we will always inform you about the possibility of picking up the Goods via email or telephone.

6.5. When receiving the Goods from the carrier, it is your obligation to check the integrity of the packaging of the Goods and, in the event of any damage, to immediately notify the carrier and Us. In the event that There is damage to the packaging, which indicates unauthorized manipulation and entry into the shipment, which is not your responsibility. obligation to take over the Goods from the carrier.

6.6. You are obliged to collect the Goods at the agreed place and time. If you do not collect the delivered Goods according to the previous sentence, we will notify you by e-mail where you can collect the Goods, including the deadline for its collection. receipt or delivery of the Goods to you based on your written request sent no later than 14 days from the date you received the

should have taken over the Goods, we will deliver them again, and you undertake to pay us all costs associated with the redelivery of the Goods at your request. In the event that you breach your obligation to take over the Goods, except in cases under point 6.4 of these Terms and Conditions, this shall not result in a breach of Our obligation to deliver the Goods to you. At the same time, the fact that you do not take over the Goods shall not be a reason for withdrawal from the Contract between Us and You. If you do not take over the Goods even within an additional period, We shall have the right to withdraw from the Contract due to your material breach of the Contract. If we decide to exercise this right, the withdrawal shall be effective on the day we deliver this withdrawal to you. Withdrawal from the Contract shall not affect the claim for compensation for damage incurred in the amount of the actual costs of attempting to deliver the Goods at your request, or any further claim for compensation for damage, if any.

6.7. If, for reasons arising on your part, the Goods are delivered repeatedly or in a manner other than was agreed in the Contract, it is your obligation to reimburse Us for the costs associated with this repeated delivery at your request. We will send you the payment details for the payment of these costs to your e-mail address specified in the Contract and they are due within 14 days of receipt of the e-mail.

6.8. The risk of accidental destruction, accidental deterioration and loss of the Goods passes to you at the moment delivery of the Goods. In the event that you do not take over the Goods or refuse to take over them, except in cases under point 6.5 of these Terms and Conditions, the risk of accidental destruction and accidental deterioration and loss of the Goods shall pass to you at the moment when you had the opportunity to take over them, but for reasons on your part, the takeover did not take place. The transfer of the risk of accidental destruction and accidental deterioration and loss of the Goods means that from that moment you bear all consequences associated with the loss, destruction, damage or any depreciation of the Goods.

## **7. RIGHTS FROM LIABILITY FOR DEFECTS**

### **7.1. Introductory provision on liability for defects**

7.1.1. If you are an Entrepreneur, we undertake to deliver the Goods to you in the agreed quality, quantity and without defects.

7.1.2. If you are a Consumer, we undertake to deliver the Goods to you in accordance with the general terms and conditions. requirements under Section 617 of the Civil Code and agreed requirements under Section 616 of the Civil Code, the properties of the Goods ordered by you presented on Our E-shop or in Our promotional materials in relation to the delivered Goods, and without defects.

The goods may not comply with the general requirements under Section 617 of the Civil Code if, upon conclusion of the Contract, we expressly informed you that a certain property does not comply with such requirements. general requirements and you have expressly and specifically agreed to this.

7.1.3. The Goods sold are in accordance with the general requirements under Section 617 of the Civil Code if:

- a) is suitable for all purposes for which Goods of the same type are normally used, taking into account in particular the legislation, technical standards or codes of conduct applicable to the relevant sector, where technical standards have not been developed;
- b) corresponds to the description and quality of the sample or model that we made available to you before the conclusion of the Contract;
- c) is supplied with accessories and packaging;

- d) is supplied in the quantity, quality and with the properties, including functionality, compatibility, safety and ability to maintain its functionality and performance (lifespan) under normal use, which are common for Goods of the same type and which you can reasonably expect given the nature of the Goods sold, taking into account any public statement by us or any public statement by another person in the same supply chain, including the manufacturer, or on their behalf, in particular when

in the promotion of the Goods or on their labeling, whereby the manufacturer is considered to be the person who made the Goods, an importer of Goods on the European Union market from a third country or another person who identifies himself as the manufacturer by placing his name, trademark or other distinguishing sign on the Goods.

We are liable for defects in the Goods upon delivery within the scope of Our obligation specified in Art.

7.1.1. or 7.1.2. of these Terms.

7.1.4. If you are an Entrepreneur, we are not liable for defects in the Goods in the following cases:

7.1.4.1. if you were informed of existing defects or you should have known about the defects based on the circumstances of the conclusion of the Contract and these defects are not in conflict with the agreed properties  
Goods;

7.1.4.2. if the defects in the Goods arose after you took over the Goods, provided that the defects did not arise due to a breach of Our obligations or you had the opportunity to take over the Goods in accordance with Art. 6 of these Terms and Conditions and without legal reason you have refused to accept the Goods or you have  
they did not take over;

7.1.4.3. if you have not notified the apparent defects of the Goods in a timely manner in accordance with Article 7.3.1. of these Terms and Conditions;

7.1.4.4. if you have not notified hidden defects in the Goods in a timely manner pursuant to Art. 7.3.2. of these Terms and Conditions;

7.1.4.5. We are not responsible for defects in used Goods caused by their use or wear.

We are not responsible for defects in Goods sold at a lower price for which the price was agreed.  
lower price.

7.1.5. If you are a Consumer, we are not liable for defects and properties of the Goods in cases where:

7.1.5.1. you have not reported defects in the Goods in a timely manner within the period specified in point 7.4.1. of these Terms and Conditions;

7.1.5.2. the properties of the Goods do not comply with the general requirements under Section 617 of the Civil Code, and you have been clearly informed of this fact in writing by Us and you have specifically  
have expressed their express written consent to the said non-compliance;

it is a contract for the purchase of Goods with digital elements or a contract for the provision of digital  
fulfillment

7.1.5.3. and defects in the Goods arose as a result of incorrect installation or failure to install necessary updates, if we have ensured the delivery of such updates to you, informed you of them  
availability and consequences if you do not install them;

7.1.5.4. and the failure to install or incorrect installation of the necessary updates, which resulted in defects in the Goods, was not caused by deficiencies in the instructions provided by Us.  
their installation;

7.1.6. The general warranty period is 24 months. The warranty period begins from the moment of acceptance.  
Goods from your side.

7.1.7. If the Goods are replaced, the warranty period will start again from the date of receipt of the new Goods from your parties.

7.1.8. Your rights under liability for defects in Goods covered by the warranty period will lapse if you do not exercise them within the warranty period. However, you must exercise your rights under liability for defects in Goods that are subject to rapid deterioration no later than the day following purchase, otherwise your rights will lapse.

7.2. The Goods sold are defective if they do not comply with the agreed requirements and general requirements.

according to the points above or if its use is prevented or restricted by the rights of a third party, including intellectual property rights. We guarantee that at the time of the transfer of the risk of accidental destruction and accidental deterioration and loss of the Goods according to point 6.8 of the Conditions, the Goods are free from defects, in particular that:

- a) corresponds to the description, type, quantity and quality and has the properties that we have agreed with you, and if have not been expressly agreed, then those that we have stated in the description of the Goods, or those that can be reasonably expected given the nature of the Goods;
- b) is suitable for the purposes we have stated or for purposes that are usual for Goods of this type and is functional;
- c) it is characterized by a defined ability to function with hardware or software with which Goods of the same type are commonly used, without the need to change the Goods sold, hardware or software (compatibility) and a defined ability to function with hardware or software different from those with which Goods of the same type are commonly used (interoperability);
- d) is delivered with all accessories and instructions, if so agreed with you in the Contract;
- e) updates specified in the Contract are delivered if the Goods with digital elements are concerned.

### **7.3. Conditions for exercising the right to liability for defects (complaints) specifically for Entrepreneurs**

7.3.1. It is your obligation to report and point out the defect without undue delay after you have been able to find out, but no later than 3 days from receipt of the Goods.

7.3.2. You are obliged to exercise the right to liability for other (hidden) defects in the manner specified in point 7.5.1. below without undue delay after you have discovered the defect in the Goods, but no later than the expiry of the warranty period.

7.3.3. If the Goods are delivered to you in broken or damaged packaging or the shipment is obviously too light, we ask you not to accept such Goods from the transport company and to inform us of this immediately report the fact by phone at **0949 675 249** or by e-mail at **info@2eur.sk**. In the event of detection of obvious defects (e.g. mechanical damage), you are obliged to file a complaint without undue delay in accordance with point 7.5.1. below. For later a claim made due to obvious defects in the Goods, including a defect consisting in incompleteness Goods, we will not consider.

7.3.4. The warranty applies to all defects of the Goods described in point 7.2.. and/or in violation of our obligation in point 7.1.1a. of these Terms and Conditions.



7.3.5. You are not entitled to exercise your right of liability for a defect if the defects

we are not liable under point 7.1.5 of these Terms and Conditions or under applicable law

and effective at the time of conclusion of the Contract or if you knew about the defect before taking over the Goods, or we notified you of it or you were given an appropriate discount on the Price of the Goods for that reason.

#### **7.4. Conditions for exercising the right to liability for defects (complaints) specifically for Consumers**

7.4.1. You are entitled to exercise your rights under liability for defects that occur when the goods are received.

Goods within 2 months from the discovery of the defect, but no later than 24 months from the delivery of the Goods.

If the subject of the purchase is Goods with digital elements, where the digital content is to be delivered or the digital service is to be provided continuously for the agreed period, we are liable for any

a defect in the digital content or digital service that occurs or becomes apparent throughout the entire agreed period, but at least 2 years from the delivery of the Goods with digital elements.

7.4.2. If the Goods are delivered to you in a broken or damaged package or the shipment is obviously too light, we recommend that you do not accept such Goods from the transport company and that you notify us of this fact immediately by phone at **0949 675 249** or by e-mail at

**info@2eur.sk**. If you decide to accept such a shipment, it is necessary to check the shipment in the presence of the carrier and make sure that no items of Goods are missing and that all items of Goods are okay. If you find, when checking the shipment according to the previous sentence, that the condition or number items of the ordered Goods are not in accordance with what you ordered, we recommend that you write a report on damage to the shipment with the carrier or point out such a deficiency in the receipt. carrier's protocol.

7.4.3. In the event of additional detection of obvious defects after receipt of the Goods (e.g. mechanical damage, missing Goods or their items, incorrect Goods or their items) we ask you to submit a complaint without undue delay in the manner set out in point 7.5.1 below.

We are entitled to reject a later claim due to obvious defects in the Goods, including defects consisting in the incompleteness of the Goods.

7.4.4. You are not entitled to exercise your right of liability for defects if we are not liable for defects pursuant to point 7.1.6. of these Terms and Conditions or pursuant to the legal regulations valid and effective at the time of conclusion of the Contract.

7.4.5. You are entitled to exercise the right of liability for defects in the manner specified in point 7.5.1. and within the period specified in point 7.4.1 of these Terms and Conditions.

#### **7.5. Exercise of the right to liability for defects (complaints)**

7.5.1. In the event that the Goods have a defect, in particular if any of the conditions under point 7.1 are not met, you may notify Us of such a defect and exercise your rights under liability for defects (i.e. claim the Goods) by sending an e-mail or letter to Our addresses listed in Our identification data, or in person at Our establishment(s), the list of which is available on Our website. You may also use the sample form provided by Us for the claim, which

constitutes Annex No. 1 to these Terms and Conditions.

7.5.2. In your notification, by which you are making a complaint, please provide, in particular, a description of the defect in the Goods and your identification data, including the e-mail address at which you would like to receive notification of the method of

handling of the complaint, and also indicate which of the claims for liability for defects specified in points 7.6.3. to 7.6.8., you apply.

7.5.3. When making a complaint, please also submit to us a proof of purchase of the Goods (invoice) in order to prove its purchase from Us, otherwise we are not obliged to acknowledge your complaint.

7.5.4. We consider the day of delivery of the defective Goods together with the relevant documents (according to point 7.5.3). In case your submission, by which you are making a complaint, incomplete (especially illegible, unclear, incomprehensible, does not contain the required documents, etc.), we will request you to supplement the submitted complaint in writing, especially by e-mail. In this case, the complaint procedure begins on the day of delivery of your supplemented submission.

7.5.5. When we receive your complaint or your supplement to the submitted complaint, we will  
We will immediately issue a written confirmation of receipt of the complaint or a confirmation of the defect.  
In the confirmation, we will state the shortest possible period determined in accordance with point 7.6.1., within which we will eliminate the alleged defect in the Goods.

7.5.6. If you do not supplement the submitted complaint pursuant to point 7.5.4. of this article without undue delay, no later than 10 days from the date of delivery of Our call pursuant to point 7.5.4. of this article, we will consider your submission unfounded and if the missing information requested and requested to be completed is necessary to process the complaint, we may decide not to deal with such an incomplete complaint.

## **7.6. Handling of complaints**

7.6.1. Based on your decision, which of the methods of eliminating the defect specified in point 7.6.3. and 7.6.4. to 7.6.8 apply, we will eliminate the defect within a reasonable period of time that we need to assessment of the defect and for the repair or replacement of the item, taking into account the nature of the item and the nature and severity of the defect, and which does not exceed more than 30 days from the date of your complaint, or from the date of the defect being pointed out. We do not provide a consumer guarantee pursuant to Section 626 of the Civil Code.  
We are not obliged to accept the method of defect removal chosen by you if the method chosen by you is not possible or would cause us unreasonable costs, taking into account the Price of the Goods and the severity of the defect.

7.6.2. Only in exceptional cases and for objective reasons can we extend the period for removing the defect specified in the confirmation of receipt of the complaint by the minimum time necessary to remove the defect.  
We will inform you in writing about such an extension of the deadline for removing the defect.

7.6.3. If it is a defect that we can eliminate by repairing it, you have the right to have the defect repaired free of charge, in a timely manner and properly repaired at Our expense.

7.6.4. Instead of removing the defect by repairing it, you may request the replacement of the Goods.

7.6.5. Instead of removing the defect in the Goods by repairing it, we can always replace the defective Goods with non-defective Goods, if this does not cause you serious inconvenience.

7.6.6. After the expiry of the period for the removal of the defect, you are entitled to a reasonable discount on the Price of the Goods or you may withdraw from the Contract. You also have the same rights in cases where we do not repair the defect or replace the Goods, we refuse to repair or replace the Goods for the reason that the repair or replacement is not

are possible or would require disproportionate costs, the Goods continue to have the same defects despite their repair or replacement or we inform you that the defect cannot be repaired or the Goods replaced within a reasonable time or without causing you significant inconvenience. The discount on the purchase price must be proportionate to the difference between the value of the Goods sold and the value that the Goods would have had if they were free of defects. We will pay you the purchase price or the payment of the discount on the purchase price in the same way in the same way you used to pay the purchase price, unless we expressly agree otherwise payment method. All costs associated with payment are borne by Us.

You may not withdraw from the Contract under point 7.6.6 if you have contributed to the defect or if the defect is negligible. If the Contract concerns several Goods, you may withdraw from the Contracts only in relation to the defective Goods. In relation to the other Goods, you may withdraw from the Contract only if it cannot be reasonably expected that you will be interested in keeping the other Goods without the defect.

Goods.

7.6.7. If there is a defect in the Goods that cannot be removed and that prevents you from being able to use the Goods properly as Goods without defects, you have the right to exchange the Goods or you have the right to withdraw from the Contract. You have the same rights if the defects are removable, but you cannot use the Goods properly due to the reoccurrence of the defect after repair or due to a larger number of defects.

7.6.8. We will handle your complaint or complaint of a defect by delivering the repaired Goods, exchanging them Goods, by paying an appropriate discount on the Price of the Goods, or by a written, reasoned refusal of liability for defects, i.e. by rejecting your complaint.

7.7. If you are a Consumer, the exercise of rights arising from liability for defects in Goods is governed by the provisions of Section 619 et seq. of the Civil Code and the Consumer Protection Act. No. ").

7.8. If we refuse liability for defects or reject your complaint, you have the right to contact to an accredited person, authorized person or notified person (e.g. expert, authorized, accredited or notified person, authorized service, scientific institution, etc.) to provide you with an expert opinion or professional opinion proving Our liability for defects in the Goods.

7.9. In the event that you prove our liability for defects in the Goods according to point 7.8. you have the option to claim the defects from us. Repeatedly criticize the goods, while it is true that we cannot refuse this responsibility and therefore we will obliged to re-deal with your complaint.

7.10. Costs related to obtaining an expert opinion or professional opinion pursuant to point 7.8. of these We accept the conditions, but you must apply to Us within 2 months of the equipment being provided. repeated complaint.

7.11. We have hereby duly informed you of your rights relating to the exercise of liability for any defects in the Goods. By concluding the Contract, you confirm that you have had the opportunity to read it in advance and properly. the conditions for claiming the Goods and you understand them.

## **8. WITHDRAWAL FROM THE CONTRACT**

8.1. Withdrawal from the Contract, i.e. termination of the contractual relationship between Us and You from its beginning, may occur for the reasons and in the manner specified in this article, or in other provisions of the Terms and Conditions, in which the possibility of withdrawal is expressly stated.

8.2. If you are a Consumer, you have the right, in accordance with the provisions of Section 19 of the Consumer Protection Act, to withdraw from the Contract without giving a reason within 14 days from the date of receipt of the Goods, or the conclusion of the Contract, the subject of which is the provision of a service, or the conclusion of the Contract for the supply of digital content, which we supply other than on a tangible medium.

If we have concluded a Contract, the subject of which is several types of Goods or the delivery of several parts of the Goods, this period begins to run only on the day of the receipt of the last part of the Goods, and in the event that we have concluded a Contract under which we will deliver the Goods to you regularly and repeatedly, it begins to run on the day of receipt of the first delivery. You may withdraw from the Contract in any demonstrable manner (in particular by sending an e-mail or letter to Our addresses specified in Our identification data in the Terms). You may also use the withdrawal function from online contract, which is located in the e-shop section dedicated to complaints and returns of goods and is marked by clicking the "Return Products" button. If you use this option, we will confirm receipt of your declaration of withdrawal from the contract in text form (for example, by e-mail), including its content and the date and time of its sending, without undue delay. You can also use the sample form provided by Us for withdrawal, which forms Annex No. 2 to the Terms and Conditions. You are entitled to withdraw from the Contract only in relation to a specific Product or Products, if we have delivered or provided several Products under the Contract. The effects of withdrawal from the Contract also apply to any supplementary contract to the Contract, that is

does not apply unless we expressly agree otherwise. After receiving the notice of withdrawal from the Contract, we will send you an e-mail or on a durable medium, we will promptly provide Our confirmation of its delivery.

8.3. In the event that you are a Consumer and we do not deliver the Goods to you on time, you are entitled to withdraw from the Contract without being given an additional reasonable period of time pursuant to Section 517, paragraph 1 of the Civil Code, if (i) you we refuse to deliver the Goods, (ii) timely delivery was of particular importance in view of all the circumstances surrounding the conclusion of the Contract, (iii) you have notified Us prior to the conclusion of the Contract that timely delivery is of particular importance important.

8.4. However, even as a Consumer, you cannot withdraw from the Contract in cases where the subject of the Contract is:

- a) provision of a service, if the service has been fully provided and the provision of the service began before upon expiry of the period for withdrawal from the Contract with your express consent and at the same time you have declared that you have been duly informed that by expressing consent you lose the right to withdraw from the Contract after the service has been fully provided, if you are obliged to pay the Price under the Contract;
- b) sale of Goods whose price depends on price movements on the financial market, which we cannot influence and which may occur during the period for withdrawal from the Contract;
- c) sale of alcoholic beverages, the Price of which was agreed upon at the time of conclusion of the Contract, while their delivery can be made after 30 days at the earliest and their Price depends on market price movements, which we cannot influence;
- d) sale of Goods that have been made to your specifications or that have been manufactured for you on peace;
- e) sale of Goods subject to rapid deterioration or spoilage and Goods which were damaged after delivery inseparably mixed with another;
- f) sale of Goods enclosed in protective packaging that is not suitable for return for health protection reasons or for hygiene reasons and whose protective packaging was broken after delivery;

g) sale of sound recordings, video recordings, audiovisual recordings or software  
sold in protective packaging, if the original packaging was damaged after delivery of the Goods;

h) sale of periodicals, with the exception of sales under a subscription contract;

i) the delivery of digital content, if it was not delivered on a tangible medium and was delivered with your prior express consent  
before the expiry of the withdrawal period from the Contract and We are  
You have been informed that you do not have the right to withdraw from the Contract.

8.5. The withdrawal period pursuant to Article 8.2 of the Terms and Conditions shall be deemed to have been observed if, during the period  
(but no later than on its last day), you send Us a notification that you are withdrawing from the Contract.

8.6. In the event of withdrawal from the Contract, the Price will be refunded to you within 14 days from the date of receipt of the notification of withdrawal.  
withdrawal to your bank account from which it was credited, or to your bank account selected in  
withdrawal from the Contract. However, the amount will not be refunded before you return the Goods to Us or prove that they have  
been sent back to Us. Please return the Goods to Us clean, if possible including the original packaging.

8.7. In the event of withdrawal from the Contract pursuant to Art. 8.2 of the Terms and Conditions, you are obliged to send the Goods to Us  
within 14 days of withdrawal, hand over the Goods to Us or to a person authorized by Us to receive the Goods, and you bear the  
costs of returning the Goods to Us. This does not apply if we agree to collect the Goods in person or through a person authorized  
by Us. The period is observed if the Goods have been handed over for transport  
no later than the last day of the period. You are entitled to a refund of the Shipping Cost, but  
only in the amount corresponding to the cheapest method of delivery of the Goods that we offered for the delivery of the Goods.  
The provisions of the first sentence of this point also apply to the return of the material carrier on which the Digital Performance  
was delivered to you under the Contract for the provision of the Digital Performance. After your withdrawal from the Contract for  
the provision of the Digital Performance, we are also entitled to prevent you from further using the Digital Performance, in particular  
by restricting access to the Digital Performance or by canceling your user account. If the subject of the Contract from which you  
withdraw is the provision of a service, you are obliged  
Pay us the Price for the performance actually provided by the date of receipt of the notice of withdrawal from the Contract,  
if you have given explicit consent to the commencement of the provision of the service before the provision of the service.

8.8. You are liable for damage in cases where the Goods are damaged as a result of your handling them in a manner other than that which  
is necessary given their nature and properties. In such a case, we will invoice you for the damage caused after the Goods are  
returned to us and the due date for the invoiced amount is 14 days.

8.9. We are entitled to withdraw from the Contract due to stock shortages, unavailability of the Goods, or if  
the manufacturer, importer or supplier of the Goods agreed in the Contract has suspended production or made significant changes  
that have made it impossible to fulfill Our obligations under the Contract or for reasons of force majeure, or if, despite all Our efforts  
that can be fairly demanded of Us, We are unable to deliver the Goods to You within the period specified in these Terms. In these  
cases, We are obliged to inform You of this fact without undue delay and to refund to You the Total Price for the Goods already  
paid, within 14 days from the date of notification of withdrawal from the Contract. We will refund to You the Total Price for the  
Goods paid in the same way as You paid the Total Price, without prejudice to the right to agree with You on another method of  
refund, provided that You are not charged any additional fees in connection therewith.

8.10. We are entitled to withdraw from the Contract even if you have not accepted the Goods within 5 working days from the date on which  
you became obliged to accept the Goods.

## 9. SUBMITTING SUGGESTIONS AND COMPLAINTS

- 9.1. As a Consumer, you are entitled to submit suggestions and complaints in writing, via e-mail to:  
**info@2eur.sk**
- 9.2. We will inform you about the assessment of your complaint or suggestion by e-mail sent to your e-mail address.
- 9.3. The supervisory authority is mainly the Slovak Trade Inspection (SOI), SOI Inspectorate for **the Bratislava Region**, with its registered office at: **Bajkalská 21/A**, POBOX No. 5, 820 07 Bratislava, tel. No. **02/58 27 21 72**.
- 9.4. If you are not satisfied with the handling of your complaint or suggestion, you can also submit a request for an inspection electronically via the platform available on the website <https://www.soi.sk/sk/Podavanie-podnetov-staznosti-navrhov-a-ziadosti/Podajte-podnet.soi>.

## 10. ALTERNATIVE DISPUTE RESOLUTION WITH CONSUMER

- 10.1. You have the right to contact Us with a request for redress, by e-mail sent to: **info@2eur.sk**, if you are not satisfied with the way in which we have handled your complaint or if you believe that we have violated your rights. If we respond negatively to your request or do not respond to it within 30 days of sending it, you have the right to file a proposal for the initiation of alternative dispute resolution  
alternative dispute resolution entity ("Subject") pursuant to Act No. 391/2015 Coll. on alternative dispute resolution and on amendments and supplements to certain acts, as amended ("Alternative Dispute Resolution Act").
- 10.2. Entities are bodies and authorized legal entities pursuant to Section 3 of the Act on Alternative Dispute Resolution and their list is published on the website of the Ministry of Economy of the Slovak Republic. <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternatívne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>.
- 10.3. You can submit a proposal in the manner specified in Section 12 of the Alternative Dispute Resolution Act.
- 10.4. You also have the right to initiate an out-of-court dispute resolution online via the ODR platform available at [https://ec.europa.eu/website/page/commission/presscorner/detail/sk/IP\\_16\\_297](https://ec.europa.eu/website/page/commission/presscorner/detail/sk/IP_16_297),  
<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SK>,  
respectively.

## 11. FINAL PROVISIONS

- 11.1. We will deliver all written correspondence with you by electronic mail. Our e-mail address is listed under Our Identification Data. We will deliver correspondence to your e-mail address listed in the Agreement, in your User Account or through which you contacted us.
- 11.2. The Contract may only be amended by our written agreement. However, we are entitled to amend and supplement these Terms and Conditions, but this amendment will not affect already concluded Contracts, but only Contracts that will be concluded after the effective date of this amendment. We will send you information about the amendment to your e-mail address at least 14 days before the effective date of this amendment. If we do not receive information about the amendment from you within 14 days of sending termination of the concluded Contract for regular and repeated deliveries of Goods, new conditions become part of our Contract and will apply to the next delivery of Goods following the effective date of the change.  
The notice period if you resign is 2 months.
- 11.3. In the event of force majeure or events that cannot be foreseen (natural disaster, pandemic, operational disruptions, subcontractor outages, etc.), we are not liable for damage caused as a result of or in connection with force majeure or unforeseeable events, and if this situation lasts for a period longer than 10 days, both We and You have the right to withdraw from the Contract in writing.

11.4. An integral annex to the Terms and Conditions is the sample complaint form (Annex No. 1) and the sample form to withdraw from the Contract together with instructions.

11.5. The Agreement, including the Terms and Conditions, is archived in electronic form by Us, but is not accessible to You. However, You will always receive these Terms and Conditions and Order confirmations with a summary of the Order by e-mail and You will therefore always have access to the Agreement even without Our cooperation. We recommend that You always save the Order confirmation and the Terms and Conditions.

11.6. Our activities are not subject to any codes of conduct pursuant to Section 2, Letter I) of the Consumer Protection Act.

11.7. These Terms and Conditions shall enter into force **on June 13, 2026**.

**ANNEX NO. 1 - COMPLAINT FORM**

**Addressee:** Golden Forest, spol. s ro, Bajkalská 9B, 831 04 Bratislava

**Filing a complaint**

|                                                                                                    |  |
|----------------------------------------------------------------------------------------------------|--|
| To be completed by the Consumer                                                                    |  |
| Name and surname:                                                                                  |  |
| Residence address:                                                                                 |  |
| To be completed by Entrepreneur – natural person                                                   |  |
| Business name:                                                                                     |  |
| Residential address / Registered office:                                                           |  |
| Registration number/Registration                                                                   |  |
| To be completed by Entrepreneur – legal entity                                                     |  |
| Business name:                                                                                     |  |
| Registered office of the legal entity:                                                             |  |
| Company ID/registration information in the<br>Commercial Register:                                 |  |
| Name and surname of the person acting<br>on behalf of the Entrepreneur - legal entity/<br>function |  |
| Email address:                                                                                     |  |
| Order and invoice number:                                                                          |  |
| Order date:                                                                                        |  |
| Date of receipt of goods:                                                                          |  |
| The goods that are being complained about (name<br>and code):                                      |  |
| Description and extent of defects in the goods:                                                    |  |



|                                                                                              |  |
|----------------------------------------------------------------------------------------------|--|
| As a customer of the seller, I request that my complaint be handled in the following manner: |  |
| I would like to return the money to my bank account (IBAN)/other way                         |  |

Attachments:

Date:

Signature:

## **ANNEX NO. 2 – SAMPLE COMPLAINT FORM**

(fill in and send this form only if you wish to withdraw from the contract)

— To: Golden Forest, spol. s ro, Bajkalská 9B, 831 04 Bratislava

— I/we hereby give notice (\*) that I/we withdraw (\*) from the contract for these goods (\*)  
: .....

— Order date/received date (\*) .....

— Name and surname of the consumer(s) (\*) .....

— Address of consumer(s) (\*) .....

— Signature of the consumer(s) (\*) (only if this form is submitted in paper form) .....

— Date .....

(\*) Cross out what does not apply.

## INSTRUCTIONS ON THE EXERCISE OF THE CONSUMER'S RIGHT OF WITHDRAWAL FROM A DISTANCE CONTRACT AND A CONTRACT CONCLUDED OUTSIDE BUSINESS PREMISES OF THE MERCHANT

### 1. Right to withdraw from the contract

You have the right to withdraw from this contract without giving any reason within 14 days. The withdrawal period will expire 14 days from the day on which you or a third party other than the carrier and indicated by you acquires possession of the goods.

When exercising your right of withdrawal, please inform us of your decision to withdraw from this contract by an unequivocal statement (for example, a letter sent by post or by e-mail) at the address: Golden Forest, spol. s ro, Bajkalská 9B, 831 04 Bratislava or at [info@2eur.sk](mailto:info@2eur.sk) / 0949 675 249

For this purpose, you can use the model withdrawal form that we have sent you, but its use is not mandatory. If you are interested, you can also fill in and send the model withdrawal form or any other clear statement of withdrawal electronically via our website: <https://www.2eur.sk/moja-objednavka/>

If you use this option, we will immediately confirm acceptance of your withdrawal from the contract by email.

The withdrawal period is maintained if you send a notification of the exercise of the right to withdrawal from the contract before the withdrawal period expires.

### 2. Consequences of withdrawal from the contract

After you withdraw from the contract, we will refund all payments you have made in connection with the conclusion of the contract.

contract, including the costs of delivering the goods to you. This does not apply to additional costs if you have chosen a type of delivery other than the cheapest standard delivery method we offer.

Payments will be refunded to you no later than 14 days from the date we receive your notice of withdrawal from this contract. The payment will be made in the same way as

you used for your payment, unless you expressly agreed to another method of payment, without charging any additional fees.

We may wait to refund the payment until the goods are returned to our address or until proof that you have sent the goods back, whichever comes first.

You must send the goods back to us or bring them to our address no later than 14 days from the date on which you exercised your right of withdrawal. The period shall be deemed to have been met if you send the goods back before the expiry of the 14-day period. You are only liable for any diminished value of the goods resulting from handling them in a manner other than that necessary to establish the nature, characteristics and functioning of the goods.