

General Business Conditions

These business conditions apply to:

- provision of digital content for online products (online courses, e-books, webinars, and others);
- sale of physical products (goods);
- provision of consultations and other individual services; and
- organization of group events (retreats, seminars, circles, etc.),

which are offered through the web interface <https://reinouthhealth.cz>.

I. DEFINITION OF BASIC TERMS

These terms, used with an initial capital letter in these business conditions, have the following meanings:

PROVIDER

MUDr. Petra Smolková, Ph.D., CFMP

Registered in the trade register (authorized by the Svitavy City Office)

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Headquarters: U Stadionu 545/25, Svitavy – Lány, Czech Republic, Pardubice Region

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1. **USER**

Anyone who enters into a Contract with the Provider regarding a Product or Service.

2. **CONSUMER**

A User who is a natural person acting outside their business activity or outside the independent exercise of their profession when entering into a Contract with the Provider. If the User enters their ID number in the order form, they are not considered a Consumer.

3. **CONTRACT**

The agreement for the provision of Digital Content, a purchase contract, or a contract for the provision of Services, concluded between the Provider and the User. The content of the Contract includes the obligation of the Provider to deliver the Product or Service to the User and the User's obligation to pay the specified Price. The Contract consists of the Order, Order confirmation, and these terms and conditions, along with any individual communication between the parties.

4. **PRODUCT**

An online course, e-book, webinar, or other Digital Content product or Goods that are the subject of the Contract.

5. **DIGITAL CONTENT**

Content of online Products, i.e., pre-prepared online courses, e-books, worksheets, other electronic materials, webinars, and more.

6. **GOODS**

Tangible movable property (physical Product) that is the subject of the Contract.

7. SERVICE

Consultation or another individual service, live group event (day event, multi-day retreat, seminar, live course, etc.), or an online course or webinar conducted in real time.

8. ORDER

A properly completed and submitted electronic order form or email communication with a payment promise, representing the User's proposal to conclude the Contract.

9. PRICE

The final price (including any taxes, fees, and costs) for the Product as stated in the Order, payable in Czech korunas.

10. WEB INTERFACE or WEBSITE

The website available at <https://reinouthhealth.cz>.

11. CIVIL CODE (Czech Republic)

Act No. 89/2012 Coll., Civil Code, as amended. (Zákon č. 89/2012 Sb., občanský zákoník, ve znění pozdějších předpisů.)

II. RESPONSIBILITY

The User acknowledges that all Products are used at their own risk, and it is up to them how they utilize the information and what results they achieve. The Provider is not responsible for the results the User records in connection with the use of the Product or for any potential property or non-property damage. The Products are not a substitute for medical care.

III. INFORMATION ON THE WEBSITE

1. Each Product's description, inclusions, price, and availability period are listed on the Website. These descriptions are informative and do not constitute an offer to enter into a contract; thus, Section 1732, Paragraph 2 of the Civil Code does not apply.
2. The Website may also contain reviews from (former) clients of the Provider. All reviews are verified by collecting feedback, with selected references published. Reviews on third-party platforms are not verified by the Provider.

IV. ORDERING AND CONCLUDING A CONTRACT

1. The User orders the Product via the Web Interface by submitting a properly completed electronic order form or through email communication with individually agreed-upon terms. The Order includes basic information about the Product and its total Price.
2. Before submitting the order form, the User can review and modify the entered information. The Provider relies on the accuracy, correctness, and completeness of the data provided in the Order and bears no responsibility for any errors or incomplete information, nor any associated damages. By clicking the relevant button on the order form, the completed form is submitted, thereby making the User's order for the Product binding, or as an offer to enter into a Contract, or it may be arranged through the email communication specified in point 1.
3. The Provider will confirm receipt of the Order to the User by sending an email to the User's email address provided in the Order. This confirmation email includes a summary of the Order and these terms and conditions. Upon delivery of this confirmation email, the Contract is concluded, and the email serves as confirmation

of the Contract's formation. The Contract may also be concluded under individually agreed-upon conditions; any deviations in the Contract take precedence over these terms and conditions.

4. Any costs incurred by the User in connection with the use of remote communication means (particularly internet connection fees) are borne by the User, and these costs do not differ from the standard rate. By placing the Order, the User agrees to the use of remote communication means.

V. PAYMENT CONDITIONS

PRODUCT PRICES

1. The current prices of Products are listed on the Website, along with the method for determining them. Product prices may be changed by the Provider, with the applicable price being the one listed at the time of the Order. The Website also includes information on the cost of Goods delivery. The final Price (including any applicable taxes, fees, and expenses) is specified in the Order summary.
2. In cases where there is an evident pricing error on the Website (e.g., typographical error) or a similar error in the Contract process, the Provider is not obliged to make the Product available at such an evidently incorrect price and may withdraw from the Contract.

PAYMENT METHODS

3. Payment can be made as follows:

- By bank transfer to the Provider's account (for consultations or programs)
 - In cash at the time the Service is provided.
1. For bank transfer payments, the User will receive payment details in the confirmation email upon receiving the Order, provided in the form of an invoice.
 2. Other payment methods may be stated on the Website or explicitly agreed upon between the Provider and the User.

PRICE DUE DATE

6. For bank transfers, payment is due by the deadline indicated in the payment instructions included in the email confirming receipt of the Order, in the form of an attached invoice. (Any subsequent payment installments are due within the pre-specified periods.) Payment is considered completed once the corresponding amount is credited to the Provider's bank account.

1. In other cases, the Price is payable upon receipt of the Goods or provision of the Service.
2. The Provider will send an invoice to the User as part of concluding the Order. The User agrees to receive invoices in electronic form.

VI. DELIVERY OF DIGITAL CONTENT

DELIVERY METHOD

1. Digital Content Products will be delivered to the User by sending them to the electronic address provided in the Order as text, email attachment, link to download or access the Digital Content, or by providing login credentials for the User's account in the member section on the Website where the Digital Content is shared.
2. Delivery is deemed complete upon sending this email, regardless of when the User begins using the Digital Content (e.g., when logging into the member section).
3. If a different delivery method is specified on the Website for a specific Product (e.g., by sending a link to a closed Facebook group where Digital Content is shared), the Digital Content will be provided to the User in this alternative manner.

DELIVERY TIME AND ACCESS PERIOD

4. Delivery of the Digital Content will occur only after the full Price has been paid.
 1. For bank transfer payments, Digital Content will be delivered within three business days of the Price being credited to the Provider's bank account.
 2. If a specific access date is stated for the Product on the Website, the Digital Content will be delivered to the User on that pre-announced date.
 3. If the Product is to be delivered in parts (modules), the first part will be delivered to the User at the time specified in the preceding clauses, and subsequent parts (modules) will be delivered sequentially as outlined on the Website.
 4. The duration of access to Digital Content may vary for each Product. Generally, the User will have access to the selected Product for the period specified on the Website (with this period starting on the day the Digital Content is delivered). If no such information is provided on the Website, the User will have unlimited access to the Product.

REQUIRED TECHNICAL AND SOFTWARE EQUIPMENT

9. For Digital Content Products to function fully, the User must have hardware and software capable of playing video and audio files, opening documents in docx, pdf, and similar formats, along with sufficient internet speed and a functional email inbox capable of receiving messages. The User is responsible for connecting the Digital Content to their digital environment.

ADDITIONAL CONDITIONS

10. If the Digital Content Product includes the Provider's personal support (consultations, live broadcasts, support in a closed Facebook group, etc.), this will be indicated on the Website for that Product; otherwise, personal support is not part of the Product.

11. If personal support is included, the Provider reserves the right to make changes to the pre-announced schedule, program, instructors, etc., in the event of unforeseen circumstances. Any such changes will be promptly communicated to the User. The User is not entitled to withdraw from the Contract due to these changes.

12. If the User, for any reason, does not use a part of the Product (e.g., does not attend group sessions, live broadcasts, or watch all Digital Content included in the course), they are not entitled to compensation for the unused part.

VII. DELIVERY OF GOODS

METHOD AND TIME OF DELIVERY OF GOODS

1. The offered methods for Goods delivery are listed on the Website. The Goods will be delivered to the address provided by the User in the Order. Goods may also be delivered to a pick-up point specified in the Order or by personal collection at the address indicated if such methods are offered by the Provider on the Website.
2. Delivery costs are based on the current pricing from the carriers, with up-to-date shipping fees listed on the Website. If delivery is arranged based on a specific User request, the User assumes any additional risks and costs associated with this delivery method.
3. Goods will be shipped only after the Price (including shipping costs) has been paid unless otherwise agreed by the parties. Goods will be delivered to the User within 30 days of Contract conclusion, with most deliveries completed sooner.
4. If the User selected pick-up point delivery when ordering Goods, the designated pick-up point may be changed to the nearest possible location if the selected location is closed or at capacity at the time of delivery. Delivery to this alternative location completes the delivery.
5. Goods are only delivered within the Czech Republic and the Slovak Republic.

RECEIPT OF GOODS

6. The User is obligated to accept the delivered Goods (except in cases of unauthorized handling or tampering with the package – see below). If, for reasons attributable to the User, the Goods need to be delivered again or in a manner other than specified in the Order, the User is required to cover the costs associated with the repeated delivery or alternative method of delivery. Payment information for these costs will be sent by the Provider to the User's email address provided in the Order, and these costs are due within 14 days from the date of delivery of this email. If the User has a claim for a refund of the Price (due to contract withdrawal), the Provider is entitled to offset these costs against the User's claim.
7. If the User fails to fulfill the obligation to accept the Goods within the specified period, this failure is not considered a breach of the Provider's obligation to deliver the Goods, nor does it constitute withdrawal from the Contract by the User. In such cases, the Provider may store the Goods at the User's expense or withdraw from the Contract due to the User's significant breach of obligations. If the Provider withdraws from the Contract, the withdrawal is effective on the day it is sent to the User's email address provided in the Order. Withdrawal from the Contract does not affect the Provider's right to claim all costs related to the transport of the Goods or to seek damages if any were incurred by the User's breach of obligations. The Provider is entitled to offset the claim for damages or storage or transport costs against any potential User claim for a refund of the Price.
8. Upon receiving the Goods from the carrier, the User is advised to check the integrity of the package and immediately report any damage to the carrier and the Provider. If the User confirms receipt of the package by signing a delivery note or similar document without reservations, it is considered that the Goods were delivered in an intact package. If the package is damaged in a way that suggests unauthorized handling or tampering, the User is not obligated to accept the Goods from the carrier.

9. The User acquires ownership of the Goods upon payment of the Price and receipt of the Goods. The risk of damage to the Goods, meaning responsibility for accidental destruction, damage, or loss of the Goods, transfers to the User at the moment of receipt or at the moment when the User was obligated to accept the Goods but failed to do so in breach of the Contract.

VIII. PROVISION OF SERVICES

TYPES OF SERVICES PROVIDED

1. Services may be provided online or in-person, either individually (e.g., consultations, individual sessions, or other services attended solely by the User and the Provider or instructor) or in groups (one-day events, multi-day retreats, seminars, lectures, live courses, or online courses and webinars conducted in real time).

ORDERING AND DELIVERY OF SERVICES

2. The User may order Services from the Provider via email, phone, social media, or other means. In such cases, the Contract is concluded when the Provider and the User agree on its content. Any subsequent changes to the Contract can only be made through mutual agreement.
3. Services are provided in the manner specified in the service description on the Website or as otherwise mutually agreed. Online Services (consultations, individual or group sessions) may be conducted via platforms like Zoom or another agreed method. In-person services (sessions, circles, retreats, etc.) are provided at the location and date specified on the Website or by the Provider. Travel costs to and from the location of the Service are borne by the User.
4. Services may be provided by a third-party qualified individual authorized by the Provider. In such cases, the Provider remains responsible to the User for fulfilling the obligations arising from the Contract.
5. The Provider may require the User to pay the full or partial Price before providing the Service. If the Price is not paid by the date the Service is to be provided, the Provider may withdraw from the Contract by email and may seek compensation for any resulting damages.

REQUEST TO RESCHEDULE INDIVIDUAL SERVICE

6. For individual services (consultations, individual sessions, etc.), the User may request a change of appointment at least 24 hours in advance, only for serious reasons (e.g., illness). This option may only be used once per Service unless otherwise explicitly agreed.

CONDITIONS FOR GROUP EVENTS

7. For live group events (one-day events, retreats, seminars, lectures, live courses) or online courses or webinars conducted in real time, the User may cancel their attendance at any time before the event. Cancellation must be communicated exclusively by email to the Provider's contact address listed in these terms.

8. In the event of cancellation, the following cancellation fees apply, depending on when the User informs the Provider of the cancellation by email:

- a) 30 days or more before the event – cancellation fee is 50% of the total Price;
- b) 29 to 8 days before the event – cancellation fee is 80% of the total Price;
- c) 7 days or less before the event – cancellation fee is 100% of the total Price.

The Provider will not charge cancellation fees if the event is attended by a substitute, as outlined below.

9. The Provider will refund the paid Price, minus the cancellation fee, to the User's original payment account within 14 days of receiving the cancellation notice unless otherwise explicitly agreed.

10. If the User cannot attend the event, they may substitute another person who, upon the Provider's request, presents a valid ticket or proof of payment for the event. Any costs associated with this change are borne by the User. This clause does not apply to courses consisting of multiple sessions; if the User cannot attend a session, the missed session is forfeited without compensation unless otherwise explicitly agreed.

11. All expenses related to live group events (travel, meals, accommodation, etc.) are the responsibility of the User unless stated otherwise on the Website.

RESERVATION OF CHANGES

12. The Provider reserves the right to make changes to the Service (e.g., location or date, program, instructors, etc.) in the event of unforeseen circumstances preventing the original conditions from being met. Any such changes will be promptly communicated to the User. For minor changes (i.e., those that do not significantly affect the nature of the Service), the User has no right to withdraw from the Contract. In the case of significant changes (e.g., date change), the User may withdraw from the Contract by emailing the Provider within three days of notification. The Price paid will be refunded within 14 days of withdrawal.

13. The Provider reserves the right, in the event of unforeseen circumstances (e.g., increased costs for energy or other supplier services), to unilaterally increase the Price of the Service. The User will be promptly informed by email and requested to pay the additional amount within a specified period. Failure to pay within this period will be deemed as withdrawal from the Contract by the User, and the initial Price paid will be refunded within 14 days.

14. The Price for unused Services that were not canceled in compliance with the above conditions is non-refundable to the User.

IX. COPYRIGHT AND CONFIDENTIALITY

- 1. All content on the Website and all Products are copyrighted works. The Provider grants the User access to the Product for their personal use. The Product (or any part of it), whether in its original or modified form, may not be shared, copied, distributed, or used by other persons without the Provider's prior written consent,

except for employees or collaborators of the User who will use the Product solely for the User's benefit.

2. The User is obliged to maintain the confidentiality of information necessary for accessing their user account in the member section on the Website and other information necessary to access the Digital Content of the Products. The User must ensure that the confidentiality of this information is maintained by the persons mentioned in the preceding paragraph.
3. If the User or any person mentioned in paragraph 1 breaches copyright or confidentiality obligations, the Provider has the right to restrict the User's access to the Digital Content of the Product and to seek compensation for damages incurred as a result of such breach. Copyright violations may also be subject to penalties under copyright law and criminal law.

X. WITHDRAWAL FROM THE CONTRACT

WITHDRAWAL BY THE CONSUMER

1. Unless specified otherwise below, a Consumer User has the right to withdraw from the Contract without stating a reason within 14 days as per Section 1829 of the Civil Code. This period begins on the day the Contract is concluded for Digital Content or Service or on the day the Consumer or their designated third party (other than the carrier) receives the Goods (or the last part of the delivery, or the first delivery in the case of recurring deliveries).
2. The Consumer does not have the right to withdraw under Section 1837 of the Civil Code, particularly in cases where the Contract concerns:

a) the provision of Digital Content after the Consumer consented to its provision before the withdrawal period expired (e.g., if the Consumer consents to immediate access to an online course upon payment, they cannot withdraw within 14 days);

b) delivery of Goods that:

- are custom-made or tailored,
- are perishable or have a short shelf life,
- are sealed and cannot be returned for health or hygiene reasons once unsealed,
- are audio or video recordings in sealed packaging that has been opened, or
- are newspapers, periodicals, or magazines (unless subscription-based);

c) provision of leisure activities to be fulfilled at a specific date or within a specified period (e.g., live events, retreats, lectures);

d) provision of Services that have been fully rendered, where the performance began with the Consumer's consent before the 14-day withdrawal period expired. (If the Service was only partially provided, the Consumer may withdraw but must pay for the portion rendered before withdrawal. If the Service Price was already paid, the Provider will refund only the portion for unrendered Services.)

3. The withdrawal period is met if the Consumer sends the withdrawal notice to the Provider no later than the 14th day after the Contract was concluded or the Goods were received.

4. The Consumer may use the withdrawal form provided under these terms or submit a written notice of withdrawal to any contact address of the Provider listed above.
5. Upon withdrawal from the Contract, access to the Digital Content will be immediately restricted for the Consumer.
6. The Consumer must return the purchased Goods, including any associated gifts, to the Provider without undue delay, within 14 days from the date of withdrawal (not by cash on delivery, as the Provider is not obligated to accept COD shipments). The Consumer bears the return shipping costs by law, even if the Goods cannot be returned by regular post due to their nature.
7. The Price paid will be refunded to the Consumer within 14 days of the withdrawal notice, to the same account from which it was originally paid, unless otherwise agreed.
8. The Provider is not obligated to refund the Price until the Consumer has returned the Goods or provided proof of dispatch. If the Consumer chose a delivery method more expensive than the least expensive standard delivery option offered by the Provider, the Provider is only obligated to refund the delivery cost equivalent to the least expensive delivery option available.
9. The Consumer is responsible for any reduction in the value of the Goods resulting from handling other than what is necessary to ascertain the nature, characteristics, and functionality of the Goods (i.e., in a manner similar to how one would handle Goods in a physical store). The Provider has the right to offset the claim for damages incurred due to a reduction in value against the Consumer's claim for a refund of the Price.

GENERAL WITHDRAWAL FROM THE CONTRACT

10. Both the User and the Provider may withdraw from the Contract in cases specified by law or the Contract, particularly in the case of a substantial breach of obligations by the other contracting party. The Provider may withdraw from the Contract if there is unauthorized interference with the Website, a breach of copyright, or a confidentiality obligation. If the Contract is terminated, the Provider may immediately restrict access to the Product's Digital Content. Additionally, the Provider may claim compensation for damages. If the User disrupts the progress of a group event (e.g., live events or group calls that are part of an online course) through inappropriate behavior (e.g., behavior contrary to good manners, repeated interruptions, participation under the influence of alcohol, etc.) or otherwise uses the Product improperly, the Provider (or instructor) may exclude the User. In such cases, the User is not entitled to a refund of the Price or any part thereof.
11. The Provider also has the right to withdraw from the Contract in cases of insufficient or excess capacity of registered participants, stock depletion, unavailability of Goods, or other serious reasons. If the Provider has not yet begun fulfillment, the Price paid by the User will be refunded within 14 days of withdrawal to the same account from which the original payment was made, unless otherwise agreed. If partial fulfillment has already been provided by the Provider, the refund will be reduced by the value of the services or goods already rendered.

12. If the User fails to pay the Price within 10 days past the due date, the Contract is automatically terminated without requiring a withdrawal notice.

13. If the User receives a bonus along with the Product and subsequently withdraws from the Contract, the Provider is entitled to revoke the User's access to the bonus, or the User is required to return the bonus to the Provider. This applies unless stated otherwise on the Website.

XI. RIGHTS ARISING FROM DEFECTIVE PERFORMANCE AND COMPLAINTS

1. Rights arising from defective performance are governed by applicable law, especially Sections 1914 to 1925, further (for Goods) Sections 2099 to 2117, and Sections 2161 to 2174a, and (for Digital Content) Sections 2389a to 2389s of the Civil Code.
2. The User may exercise rights arising from defective performance (complaints) with the Provider through the contact information listed above in these terms.
3. Complaints cannot be submitted solely because the Product did not meet the User's subjective expectations; there must be an actual defect.

DEFECTS OF DIGITAL CONTENT OR GOODS

4. Upon access to the Product, the User is advised to check its functionality and availability as soon as possible and to contact the Provider in case of any defects or issues. Digital Content may be temporarily unavailable due to data maintenance or server outages. The Website may be updated without prior notice.

5. The Provider guarantees that the Product is free from defects upon delivery and, in the case of Digital Content, remains free from defects for the duration of the Contract. For Digital Content with unlimited access, the Provider is responsible for any defects that existed at the time of delivery. If the User is a Consumer and a defect appears within one year of delivery, it is assumed that the Product was defective upon delivery (unless the nature of the Goods or defect implies otherwise). This period is extended for any time during which the Consumer cannot use the Product due to a justified complaint. Non-Consumer Users must prove the Product was defective at the time of delivery.

6. If the User is a Consumer, the Provider guarantees that the Product:

- a) meets the agreed-upon characteristics;
- b) is suitable for the agreed-upon purpose; and
- c) is provided with the agreed accessories and usage instructions.

7. Additionally, if the User is a Consumer, the Provider guarantees that the Product:

- a) is suitable for the usual purpose of similar products;
- b) matches the common properties and performance that can reasonably be expected for such products;
- c) comes with the accessories and usage instructions that the User can reasonably expect; and
- d) corresponds to any sample or preview made available before the Contract.

8. The previous paragraph does not apply if the Provider specifically notified the User before concluding the Contract that a Product feature differs, and the User explicitly agreed.

9. For Contracts involving Digital Content, the User may report a defect occurring during the Contract term. For Digital Content with unlimited access, a Consumer User may report a defect within two years of delivery. Non-Consumer Users must report any defect promptly after discovering it.

10. For Contracts involving Goods, the User may report a defect within two years of receipt, or one year in the case of used Goods. This period does not apply during any time the User cannot use the Goods due to a justified complaint. Non-Consumer Users must report a defect promptly upon discovering it.

11. If the Product has a defect, the User may request its correction (for Goods, the User may choose to receive a new item or a repair, unless this is impossible or disproportionately costly).

12. The Provider will correct the defect within a reasonable time after notification, minimizing inconvenience to the User, considering the nature and purpose of the Product. For Goods, the Provider will bear the cost of retrieving the item. If the User does not retrieve the Goods within a reasonable time after being informed by the Provider that the defect has been corrected, the User must pay storage fees.

13. The User may request an appropriate discount or withdraw from the Contract if:

- a) the Provider refuses to remedy the defect or fails to do so, or it is apparent that the defect will not be remedied;
- b) the defect recurs; or
- c) the defect constitutes a substantial breach of the Contract.

14. However, the User cannot withdraw from the Contract if the defect is insignificant.

15. A Consumer User may also withdraw from the Contract if the Provider is delayed in delivering the Product and fails to fulfill their obligation promptly after being asked to do so by the User or within a specified additional period. The Consumer may withdraw immediately if the Provider refuses to deliver the Product or it is evident that it will not be delivered, or if timely delivery is essential based on mutual agreement or circumstances at the time of the Contract. The Price will be refunded promptly upon withdrawal.

16. For Contracts involving Goods, the User does not have rights from defective performance if they caused the defect or if it was discernible with ordinary care at the time of Contract formation. Wear and tear from normal use is not considered a defect, nor is wear and tear commensurate with prior use for used Goods.

17. The User has no rights arising from defective performance for defects caused by incorrect use or storage of the Digital Content. The Provider is not liable for unavailability or other defects in the Digital Content due to the User's unsuitable digital environment. To verify whether a defect arose from an unsuitable digital environment, the User is legally required to provide the necessary assistance, reasonably achievable and as minimally disruptive as

possible. If the User refuses to cooperate, they only retain rights from defective performance if they can prove the Product defect.

DEFECTS OF SERVICES

18. The Provider is responsible for delivering the Service in the scope, form, and quality agreed with the User or described on the Website, or as customary for this type of Service. Unless otherwise agreed, the Provider is required to provide the Service at a standard quality level.

19. The User must notify the Provider of a Service defect (file a complaint) without undue delay upon discovering it, but no later than six months after receiving the Service.

20. If the Service is defective, the User may request a correction or an appropriate discount. If the defect cannot be corrected or the Provider fails to correct it promptly, the User may request a discount or withdraw from the Contract.

XII. HANDLING COMPLAINTS AND CONSUMER DISPUTE RESOLUTION

1. If the User has a complaint about the concluded Contract, its performance, or the Provider's activities, they may contact the Provider using any of the contact information provided above in these terms and conditions.
2. Supervision over compliance with the Provider's obligations arising from legal regulations is exercised by the following authorities: the Czech Trade Inspection Authority, the relevant trade licensing office, and the Office for Personal Data Protection (in the case of obligations concerning the processing of personal data). Users may contact these authorities with any complaints.
3. Any dispute arising between the Provider and the User will be resolved primarily through amicable settlement. If the User is a Consumer and a dispute arises from or in connection with the concluded Contract, the Consumer has the right to out-of-court dispute resolution. In such cases, the body for out-of-court resolution of consumer disputes is the Czech Trade Inspection Authority, IČO: 00020869. Full details regarding out-of-court dispute resolution are provided on the Czech Trade Inspection Authority's website (www.coi.cz). The Consumer may also use the online dispute resolution platform established by the European Commission, available at <https://ec.europa.eu/consumers/odr>.

XIII. FINAL PROVISIONS

1. The contractual relationship between the Provider and the User is governed by the laws of the Czech Republic, particularly the Civil Code. This does not affect the Consumer's rights arising from generally binding legal regulations.
2. The principles of personal data processing are contained in a separate document, which is published on the Website.
3. In the case of force majeure, the Provider is not liable for damages arising from such circumstances. If a force majeure event lasts for more than 10 days, the Provider has the right to withdraw from the Contract.

4. If any provision of these terms and conditions becomes invalid or ineffective, it will be replaced by a provision that best approximates the meaning of the invalid or ineffective provision. The invalidity or ineffectiveness of any provision does not affect the validity and effectiveness of the remaining provisions of these terms and conditions.
5. The Provider reserves the right to unilaterally amend these terms and conditions, with the version effective as of the date of the Order being applicable to the User. The current version of the terms and conditions is published on the Website.
6. These terms and conditions are effective as of May 1, 2024.

FOR CONSUMERS

WITHDRAWAL FORM

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

Withdrawal from Contract

Addressee: MUDr. Petra Smolková, Ph.D., CFMP
U Stadionu 545/25, Svitavy – Lány, Czech Republic, Pardubice Region
drpetrasmolk@gmail.com

I hereby announce that I am withdrawing from the contract for the purchase of the following goods / provision of the following services:

Order date / Order number:

Invoice number:

Consumer's full name:

Consumer's address:

Bank account number for refund:

Date:

Consumer's signature:

(only if this form is submitted in printed form)