

Withdrawal form for goods listed on the e-shop www.sportsclubcalendar.com

If you wish to withdraw from the contract, please complete this form carefully and submit it to one of the contacts listed in the Terms and Conditions (below).

ORDER NUMBER:

RECEIPT NUMBER:

NAME OF GOODS:

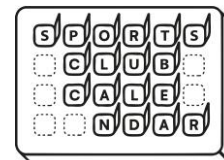
CUSTOMER NAME:

ADDRESS:

BANK ACCOUNT NUMBER (for the refund):

DATE:

CUSTOMER SIGNATURE:



Terms and Conditions

1. INTRODUCTORY PROVISIONS

These General Terms and Conditions (hereinafter referred to as "Terms and Conditions" or „GT&C“) govern the mutual rights and obligations between RALFERA s.r.o., with its registered office at Olsanska 54/3, Prague 3, ZIP CODE 130 00, ID no.: 028 93 282, registered in the Commercial Register, conducted by the Municipal Court in Prague, Section C, number 225072 (hereinafter referred to as „RALFERA“ or „Seller“) and the Customer in connection with the use of the e-shop www.sportsclubcalendar.com (hereinafter referred to as „e-shop“) and in particular in connection with sale or offering of products in this e-shop.

THE CUSTOMER is a visitor to the website at <http://www.sportsclubcalendar.com> (hereinafter referred to as "Customer").

A CONSUMER means any person who enters into a contract with the Seller or otherwise negotiates with him.

The laws of the Czech Republic govern the rights and obligations between the Seller and the Customer. The purchase contract through the e-shop can be concluded in English.

2. PURCHASE CONTRACT

2.1 Order, confirmation and conclusion of the purchase contract

The order is made by the Customer using the e-shop. The draft to conclude a purchase contract is the location of the offered goods by the Seller in the e-shop. Before placing the order, the Customer is allowed to review the data he has placed in the order. The order is sent by the Customer to the Seller directly from the e-shop online.

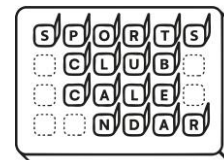
By submitting the order, the Customer also confirms that he has familiarized himself with these Terms and Conditions prior to the conclusion of the contract and that he agrees with them in the version valid and effective at the time of creating the order. The General Terms and Conditions (GT&C) become an integral part of the purchase contract.

The Seller confirms the acceptance of the order sent to the Customer's e-mail address.

The Seller has the right to refuse an order, especially in the following cases:

- (A)** the product can no longer be supplied. The Seller informs the Customer about this fact;
- (B)** the product is shown at the e-shop with the incorrect price.

The contractual relationship between the Customer and the Seller arises by confirming the order sent by the Seller to the Customer by e-mail. The contract in question may be amended or cancelled only by agreement of the contracting parties or due to legal reasons.



2.2 Rights and obligations arising out of the purchase contract

The customer is obliged to buy the ordered products and pay the purchase price, including the shipping fee, if it is charged and to fulfil the other obligations listed below.

(A) Purchase price

The purchase price is the price indicated with the ordered products in the e-shop at the time the Customer is sending the order. All prices in the e-shop are given in EUR currency, always inclusive of VAT. If a discount is provided for the goods, the original purchase price is also stated for the goods. This original purchase price is typically displayed in the e-shop as crossed out and represents the basis for calculating the discount shown here in a percentage.

(B) Terms of delivery

The Seller undertakes to deliver products in accordance with the specifications or characteristics typical of the type of goods, complying with the given standards and directives in force in the Territory of the Czech Republic, EU.

The Seller usually delivers the products to the Customer's address within 7 - 21 days after the conclusion of the purchase contract. The Seller does not make any reservations of products.

The place where the products are delivered is the delivery address indicated by the Customer in the order form. In the case of the payment condition "payment in advance", the products are shipped only after the purchase price for the products incl. shipping fee for postage and packing, if charged, has been credited to the Seller's account.

(C) The Seller delivers the products by:

- (i) using parcel delivery services such as DPD, DHL, etc.
- (ii) via national delivery services such as Royal Mail, Czech Post
- (iii) via third parties as is Zásilkovna (Zásilkovna s.r.o., ID: 28408306, registered in the Commercial register of the Municipal Court in Prague, Section C, number 139387).

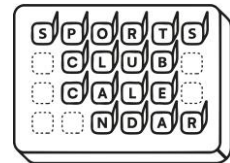
(D) Payment conditions

One of the following payment methods can be chosen for the payment (payment methods may vary depending on the mode of transport you choose):

- (i) payment online by credit card;
- (ii) payment in advance using the standard bank transfer.

(E) Taking over the goods

The ownership of the products passes to the Customer by complete payment of the purchase price and the receipt of the products. The Customer is obliged to take over the products from the carrier properly and check the integrity of the packaging and the amount of the packages. In the event of defects, notify the carrier promptly. In case of finding damage, we recommend that the



Customer should refuse the shipment in his own interest. By signing the delivery note, the Customer confirms that the consignment met all the conditions and requirements mentioned here.

(F) Withdrawal from the contract by the Seller

The Seller is entitled to withdraw from the contract if the Customer fails to fulfil his obligation to pick up the products or pay the purchase price for the products, including the shipping fee.

The Seller is entitled to withdraw from the contract if the Customer substantially breaches their obligations under or in connection with the purchase contract.

(G) Withdrawal from the purchase contract by the Customer (Consumer) without giving reasons

The Customer (the consumer) has the right to withdraw from the contract without giving a reason within 30 days from the date he received the products. To comply with the withdrawal period, it is sufficient to send a withdrawal request before the relevant period expires.

The Customer (the consumer) is obliged to deliver the withdrawal from the contract to the Seller by e-mail to design@sportsclubcalendar.com (considered as good enough) or by a registered letter to the Seller's headquarters. The withdrawal form can be found within these Terms & Conditions.

In case of a withdrawal from the contract, the Customer (the consumer) is obliged to send the undamaged products without any delay - no later than 30 days from the date on which the withdrawal was made, back to the address in the Czech Republic: RALFERA s.r.o., E-comm dept., Olsanska 54/3, Prague 3, ZIP CODE 130 00.

The Seller will return the payment after receiving the returned goods. All payments received by Seller from the Customer will be refunded, including delivery costs.

The Customer is obliged to provide the account number for a refund.

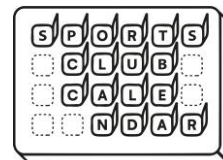
The Customer is not entitled to withdraw from the contract in the cases specified in the Czech Civil Code.

(H) Rights arising from a defective performance

If the Seller infringes the purchase contract substantially, the Customer has the right to:

- (i) rectify the defect by supplying new goods or supplying the missing one/s;
- (ii) discount on the purchase price; or
- (iii) withdrawal from the Purchase Contract

The Customer is obliged to notify and complain about the defect without undue delay after he could have discovered it, but no later than within three days after receipt of the goods.



(I) Settlement of complaints

The Customer is obliged to check the goods immediately after delivery and notify the Seller about any defects detected without undue delay. If the Customer finds any apparent difference or discrepancy between the purchase contract or the data on the delivery note and the goods delivered (for example, in type or quantity) or if he does not receive a properly completed invoice with the delivery, he is obliged to inform the Seller of this after taking over the delivery without undue delay.

When claiming, the Customer is obliged to proceed as follows:

(i) if it is a supply claim (e.g. difference in quantity between the products ordered and the amount delivered), the Customer may claim the supply at the e-mail: design@sportsclubcalendar.com;

(ii) The customer shall submit, together with the consignment, the delivery note and invoice.

The complaint will be settled as soon as possible. In the case of the Customer, the settlement will be made no later than 30 days from the complaint date.

3. INFORMATION OBLIGATION ON OUT-OF-COURT SETTLEMENT IN CASE OF CONSUMER DISPUTES

The entity for out-of-court consumer dispute resolution (ADR - Alternative Dispute Resolution) between the Customer and the Seller is the Czech Trade Inspection Authority. A request to initiate ADR proceedings may be submitted via the web form at <https://adr.coi.cz/cs>, by mail, or in person at an ADR contact point: Česká obchodní inspekce, Dept. ADR, Štěpánská 15, 120 00 Praha 2.

4. PERSONAL DATA PROTECTION

The customer's personal data, as included in orders or bookings, is considered confidential and protected against misuse. For more information, please refer to our Privacy Policy.

5. BINDINGNESS OF THE TERMS AND CONDITIONS

For the relationship between the Seller and the Customer, the wording of the Terms and Conditions, effective as of the date the order is placed by the Customer, is decisive.

These Terms and Conditions take effect as of March 21, 2025.