Terms and conditions

General Terms and Conditions of the company My Lux Paw s.r.o., with its registered office at Vendelínska 51/49, 900 55 Lozorno, Company ID 44 986 459, registered in the Business Register of the District Court Bratislava I, Section Sro, Insert no. 61861/B

Seller

Business name	My Lux Paw s.r.o.
Registered office	Vendelínska 51/49, 900 55 Lozorno, Slovak Republic
Company ID	44 986 459
VAT ID	SK2022939743
E-mail	info@myluxpaw.sk
Tel. no.	+421 948 750 884
IBAN	SK35 0200 0000 0039 4197 1259
E-shop	www.myluxpaw.sk
Registered in the Business Register	of the District Court Bratislava I, Section Sro, Insert no. 61861/B

The General Terms and Conditions (hereinafter "GTC") of My Lux Paw s.r.o., with its registered office at Vendelínska 51/49, 900 55 Lozorno, Slovak Republic, Company ID 44 986 459, registered in the Business Register of the District Court Bratislava I, Section Sro, Insert no. 61861/B (hereinafter "My Lux Paw") enter into force and effect on the day of their publication on www.myluxpaw.sk.

My Lux Paw reserves the right to amend the GTC at its sole discretion. Changes to the GTC will be published on www.myluxpaw.sk. Any amendments to the GTC shall not apply to orders placed before the amendments came into force and effect.

General provisions

The GTC govern purchases made in the online store www.myluxpaw.sk.

The GTC further define and clarify the rights and obligations of My Lux Paw as the Seller and the Consumer – Buyer (hereinafter "Customer") when selling goods or providing services on the basis of a distance contract.

All contractual relations between My Lux Paw and the Customer are governed by Slovak law.

The Customer is a natural person, a consumer, who does not act within the scope of his or her business, employment or profession and who concludes a contract with My Lux Paw.

The Seller is My Lux Paw s.r.o., with its registered office at Vendelínska 51/49, 900 55 Lozorno, Slovak Republic, Company ID 44 986 459, registered in the Business Register of the District Court Bratislava I, Section Sro, Insert no. 61861/B.

A distance contract means a contract agreed upon and concluded between the Seller and the Customer exclusively by means of remote communication without the simultaneous physical presence of the Seller and the Customer, in particular through the website and e-mail (hereinafter "Purchase contract").

By submitting an order, the Customer confirms that he or she has become acquainted with the GTC before concluding the Purchase contract and that he or she expressly agrees with them in the wording valid and effective at the moment the order is submitted.

Ordering goods

The Seller undertakes to inform the Customer clearly and comprehensibly, before the Customer submits the order, of:

- the main characteristics of the goods or the nature of the service,
- the total price of the goods or services, including value added tax and all other taxes, or, if due to the nature of the goods or service the price cannot be reasonably determined in advance, the way in which it is calculated,
- the cost of transport, delivery, postage and other costs and charges, or, where such costs and charges cannot be determined in advance, the fact that such costs or charges may be included in the total price,
- the fact that the Purchase contract is concluded for an indefinite period, as well as the terms of termination.

Goods are ordered by putting the chosen goods into the shopping cart and filling in the order form. Submitting the filled-in order with the button "Order with obligation to pay" is considered a proposal to conclude a contract under the Civil Code, based on the Seller's offer in the e-shop. The order cannot be changed or modified after it is submitted. A confirmation of the received order is sent to the Customer automatically by e-mail. Attached to this confirmation are the current version of the GTC, the form for withdrawing from the Purchase contract and the summary of the order.

Any further information about the order is sent to the Customer's e-mail address, if necessary.

The Purchase contract is concluded when the Seller confirms the order.

The Seller has the right to cancel the order if, because the goods are sold out or unavailable, it is not able to deliver the goods to the Customer, or not at the price stated in the online store, unless the Customer agrees to a substitute performance. The Customer is informed about the cancellation of the order by telephone or e-mail.

If the Customer has already paid a part of or the full purchase price of the cancelled order, this amount is refunded within 14 days of the cancellation by bank transfer to an account designated by the Customer or by the same means of payment the Customer used.

Ownership of goods

Under the Purchase contract, the Seller undertakes to hand over to the Customer the goods that are the subject of the purchase and to allow the Customer to acquire ownership of them, and the Customer undertakes to take over the goods and to pay the Seller the purchase price.

The Seller reserves the ownership of the goods; the Customer becomes the owner of the goods only once the full purchase price has been paid. The Seller undertakes to hand over the goods to the Customer together with the documents belonging to them. The goods are handed over to the Customer at the moment the carrier delivers them.

Delivery methods

The Seller ensures the delivery of the goods to the destination via a courier company, Packeta pick-up points and boxes (in Slovakia and the Czech Republic) or the post. The Customer chooses the delivery

method in the order; the delivery methods and prices for every country are listed on the page Delivery and payment.

In the order, the Customer provides the contact information needed for a successful delivery of the goods, i.e. name, surname, phone number, delivery address and e-mail address.

Goods are considered to have been taken over by the Customer at the moment the Customer or a third party designated by the Customer (other than the carrier) takes over all parts of the ordered goods.

The Customer receives the tax document (invoice) by e-mail once the payment has been received; with cash on delivery, the invoice is enclosed with the parcel. The invoice also serves as the warranty certificate.

Ordered goods are delivered at the current prices of our contracted carriers without any mark-up.

Purchase price and payment terms

The Seller informs the Customer that the Customer is obliged to pay the purchase price for the ordered goods.

The purchase prices published on www.myluxpaw.sk include VAT and are final, unless the Customer has special requirements for adapting the ordered goods.

The Customer may choose one of the payment methods the checkout offers for the chosen delivery country:

Payment by card

The payment is made via the GoPay payment gateway. All card details are protected by the HTTPS protocol. The whole process runs outside our e-shop. Upon payment, the Customer is redirected back to www.myluxpaw.sk and is shown the confirmation that the order has been received. Through the GoPay gateway the Customer may also pay with Apple Pay and Google Pay, where the checkout offers them.

Online payment via internet banking

The goods may be paid for by a transfer order on the secure website of your bank with the payment details filled in automatically (amount, variable symbol). We do not come into contact with your data; we are only informed of the success or failure of the transaction.

Cash on delivery

The Customer pays the purchase price for the goods upon their receipt directly to the carrier, who then hands over the goods. Cash on delivery is possible for delivery to Slovakia and the Czech Republic, for orders up to 250 € (or the same amount in another currency) and for the fee stated on the page Delivery and payment.

In the case of special requirements of the Customer, like an engraving, the purchase price is determined by the Seller individually; the Customer is allowed to check it and then approve it.

If the Customer orders an engraving of the goods, he or she is obliged to pay the purchase price in advance (cash on delivery is not available in this case). The goods are sent to production only after the purchase price has been paid.

Withdrawal from the contract

The Customer is entitled to withdraw from the Purchase contract without giving any reason within 14 days of receipt of the goods, or of the receipt of the last delivery if the order consists of several kinds of

goods or of several parts. The withdrawal period is deemed to be observed if the notice of withdrawal has been sent to the Seller on the last day of the period at the latest.

The Customer may use the template form for withdrawing from the Purchase contract, which is attached to the order confirmation and is also on the page Withdrawal from the contract.

The Customer is not entitled to withdraw from a Purchase contract the subject of which is the sale of goods made according to the specific requirements of the Customer, custom-made goods or goods intended specifically for one Customer, nor from a Purchase contract the subject of which is the sale of goods sealed in a protective package that is not suitable for return for health protection or hygiene reasons and whose package was opened after delivery.

If the Customer withdraws from the Purchase contract, the Seller refunds the purchase price and the other payments received from the Customer. The Seller refunds the payment using the same means of payment as the Customer used in the original transaction, unless the Customer has expressly stated otherwise.

If the Customer withdraws only from a part of the contract, the Seller refunds the purchase price of the returned goods.

The Seller refunds the purchase price only upon receipt of the returned goods or after the Customer proves that he or she has sent the goods back, whichever comes first.

The Customer is obliged to return the goods to the Seller without undue delay, no later than 14 days after the date of the withdrawal. The period is deemed to be observed if the Customer has sent the goods back on the last day of the period.

Upon withdrawal from the Purchase contract, the Customer bears the direct costs of returning the goods. The Customer is responsible for any reduction in the value of the goods resulting from handling them other than as necessary to ascertain their nature and characteristics, including their functionality.

In this case, the Seller reserves the right to unilaterally offset its claim for damages caused by the reduction in value against the Customer's claim for the refund of the purchase price.

Complaints

The terms and the procedure of complaints about goods are set out in the Complaints procedure, which is part of these GTC.

Dispute resolution and supervisory authorities

Any consumer disputes between the Seller and the Customer regarding obligations arising from Purchase contracts concluded in the online store www.myluxpaw.sk may be resolved out of court. The body for the out-of-court resolution of these disputes is the Slovak Trade Inspection (www.soi.sk).

The authority supervising compliance with the regulations on the protection of personal data is the Office for Personal Data Protection of the Slovak Republic (dataprotection.gov.sk).

The consumer protection supervisory authorities are:

- Slovak Trade Inspection, P.O. Box 29, Prievozská 32, 827 99 Bratislava 27
- Hallmarking Office of the Slovak Republic, Medená 93/10, 811 02 Bratislava – Staré Mesto (the hallmarks)

Final provisions

All legal relations between the Seller and the Customers are governed by the laws in force in the Slovak Republic, in particular Act No. 108/2024 Coll. on Consumer Protection. In matters not governed by these General Terms and Conditions, the relevant provisions of the Civil Code apply.

The name and surname of the person responsible for the operation of the e-shop and the contact e-mail address: Lukáš Karovič, e-mail: info@myluxpaw.sk.