

General Terms and Conditions and Returns Policy

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1. Introductory Provisions

These General Terms and Conditions and Returns Policy (hereinafter the "Terms") govern the rights and obligations between the Seller and the Buyer when purchasing goods through the online store operated at , Seller details: - Company name: Grandberg Invest s.r.o. - Company ID: CZ17277132 - Registered office: Kladenska 29, Prague 6, 160 00, Czech republic - Contact: order@rockey.store These Terms are governed by the laws of the Czech Republic and the relevant legislation of the European Union, in particular: - Act No. 89/2012 Coll., the Civil Code, - Act No. 634/1992 Coll., on Consumer Protection, - Directive 2011/83/EU on Consumer Rights, - Directive 1999/44/EC on Certain Aspects of the Sale of Consumer Goods and Associated Guarantees, - Regulation (EU) No. 524/2013 on Online Dispute Resolution (ODR).

2. Definitions

- Seller – the company listed above. - Buyer – consumer – a natural person who does not act within their business activity when concluding the contract. - Buyer – entrepreneur – a person purchasing within their business activity.

3. Order and Conclusion of Contract

The Buyer places an order through the online store. The order becomes binding upon confirmation sent to the Buyer's e-mail. The purchase contract is concluded upon delivery of this confirmation.

4. Price and Payment Terms

All prices are final and include VAT and statutory charges. The Seller accepts payment by bank transfer, credit/debit card, or cash on delivery. The purchase price is due upon conclusion of the contract or upon receipt of goods.

5. Delivery Terms

- Goods are delivered via contracted carriers to the address provided by the Buyer. - Delivery time is usually 2–7 business days from order confirmation. - Delivery costs are displayed during the order process.

6. Right of Withdrawal (Consumers)

Consumers are entitled to withdraw from the contract within 14 days from receipt of the goods without giving any reason, in accordance with Directive 2011/83/EU. To withdraw, the Buyer may use a model withdrawal form. The goods must be returned undamaged, unworn, and with original tags. Return shipping costs are borne by the Buyer. The Seller shall refund the payment no later than 14 days from withdrawal, using the same method of payment as used by the Buyer.

7. Returns and Complaints Policy

7.1 General Provisions This Returns Policy applies to goods purchased from the Seller. The legal framework is based on the Civil Code, the Consumer Protection Act, and Directive 1999/44/EC. **7.2 Warranty and Liability** The goods are covered by the statutory liability for defects for 24 months from receipt of the goods by the consumer. **7.3 Submitting a Complaint** - Complaints may be submitted in writing to the Seller's registered office or by e-mail [INSERT]. - The Buyer must state the reason for the complaint, include proof of purchase, and a description of the defect. - The Seller shall confirm receipt of the complaint. **7.4 Time Limits** Complaints will be resolved no later than 30 days after being submitted, unless otherwise agreed by the Seller and Buyer. **7.5 Complaint Resolution Options** The Buyer is entitled to: - free repair of the defect, - replacement of the goods with new ones, - an appropriate discount on the purchase price, - withdrawal from the contract if the defect is material or irreparable. **7.6 Exclusions** This warranty does not cover: - defects caused by improper use or maintenance, - mechanical damage, - normal wear and tear. **7.7 Costs** If the complaint is justified, all related costs are borne by the Seller. If unjustified, the Buyer may be charged the necessary costs incurred. **7.8 Supervisory Authority** Consumer protection is supervised by the Czech Trade Inspection Authority (www.coi.cz).

8. Personal Data Protection

The Seller processes the Buyer's personal data in accordance with Regulation (EU) 2016/679 (GDPR) and applicable legislation. The Privacy Policy is available on the online store's website.

9. Dispute Resolution

Consumers are entitled to resolve disputes out of court through: - the Czech Trade Inspection Authority (www.coi.cz), or - the Online Dispute Resolution (ODR) platform operated by the European Commission: <https://ec.europa.eu/consumers/odr>

10. Final Provisions

These Terms are valid and effective from 1.11.2025. The Seller reserves the right to amend them unilaterally, with the current version always published on the e-shop website.