Terms and Conditions saver.sk

These general terms and conditions (“Terms”) set out the rights and obligations of you, as the buyer, and of us, as the seller, in contractual relationships concluded by means of distance communication, specifically via the E-shop on our website https://saver.sk/; the trader is: RPL Slovakia s.r.o., Mikovíniho 31/27, 040 11 Košice, Company ID (IČO): 44875151, Tax ID (DIČ): 2022863997, VAT ID (IČ DPH): SK2022863997, e-mail: eshop@saver.sk, telephone number: +421 903 628 111, account number (Tatra banka): SK49 1100 0000 0026 2872 2999.

The supervisory authority is in particular the Slovak Trade Inspection (SOI), SOI Inspectorate for the Košice Region, Vrátna 3, P. O. BOX A-35, 040 65 Košice 1, Supervision Department, e-mail: ke@soi.sk, tel. no. 055/729 07 05, 055/622 76 55.

All information on the processing of your personal data is contained in the personal data processing policy, which you can find here https://saver.sk/spracovanie-osobnych-udajov.

If any part of these Terms conflicts with what we have agreed within your order in our E-shop, that specific agreement shall take precedence over these Terms.

Statutory liability for defects: as the seller, we are liable for defects that the Goods have on delivery and that become apparent within **24 months** of delivery of the Goods. Details of the scope, conditions and procedure for making a claim can be found in Article 7 below.

1. CERTAIN DEFINITIONS

1.1. Digital Content is anything you can purchase in the E-shop by concluding a Contract for the Supply of Digital Content and which at the same time consists of data produced and supplied in digital form, or a digital service that enables you to create, process, store or access data in digital form.

1.2. Price is the amount of money you will pay for the Goods;

1.3. Delivery Price is the amount of money you will pay for the delivery of the Goods, including the price of packaging, transport, postage or other charges;

1.4. Total Price is the sum of the Price and the Delivery Price, plus any other costs and charges if these could not be determined in advance;

1.5. VAT is value added tax in accordance with the applicable legal regulations;

1.6. E-shop is the online shop operated by Us at https://saver.sk/, where the purchase of Goods will take place;

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

1.8. The seller and operator of the online shop https://saver.sk/ in the territory of the Slovak Republic is RPL Slovakia s.r.o., Mikovíniho 31/27, 040 11 Košice, Company ID (IČO): 44875151, Tax ID (DIČ): 2022863997, VAT ID (IČ DPH): SK2022863997, e-mail: eshop@saver.sk, telephone number: +421 903 628 111, referred to in legal regulations as the seller and/or trader; For the avoidance of doubt, we are not an online marketplace operator, and therefore we are not persons who operate and provide an online marketplace to Consumers, not even through a third party, and therefore the special information obligations under § 16 and § 17 of the Consumer Protection Act do not apply to us.

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

1.10. Business is a person registered in the Commercial Register, a person doing business on the basis of a trade licence, a person doing business on the basis of an authorisation other than a trade licence under special regulations, or a person engaged in agricultural production and registered under a special regulation.

1.11. Consumer is a natural person who, when concluding and performing a consumer contract, does not act within the scope of their trade or other business activity.

1.12. Consumer Purchase Contract is a purchase contract concluded between a trader as the seller and a Consumer as the buyer, where the subject of the purchase is any movable item, including an item with digital elements, water, gas or electricity sold in a limited volume or in a set quantity, even if the item is yet to be manufactured or produced, among other things according to the specifications of the Consumer as the buyer.

1.13. Goods means anything you can purchase in the E-shop.

1.14. User Account is an account set up on the basis of the details you provide, which allows the entered details to be stored and the history of ordered Goods and concluded contracts to be kept, or Digital Content supplied under a Contract for the Supply of Digital Content to be accessed and used;

1.15. You, if you shop in our E-shop, are legally referred to as the buyer. If you state your company identification number (IČO) in the order, you acknowledge that the provisions of these Terms intended for businesses apply to you, as well as the terms agreed between us. However, within the applicable legal regulations, you are still entitled to full protection against unfair and aggressive commercial practices and against misleading actions and misleading omissions.

1.16. Contract is a purchase contract agreed on the basis of a duly completed Order sent via the E-shop, and is concluded at the moment you receive the Order confirmation from Us. A Contract is also a contract for the purchase of an item with digital elements and a contract for the supply of digital content. Where individual parts or individual points of these Terms refer specifically to a contract for the purchase of an item with digital elements or to a contract for the supply of digital content, such specific provisions apply only to Goods and/or Digital Content supplied under that type of contract.

1.17. Distance Contract is a contract between a trader and a Consumer agreed and concluded exclusively by means of one or more means of distance communication without the simultaneous physical presence of the trader and the Consumer, in particular using an online interface, electronic mail, telephone, fax, addressed letter or mail-order catalogue (“Contract“).

1.18. Civil Code means the Slovak Act No. 40/1964 Coll., as amended.

1.19. Consumer Protection Act means the Slovak Act No. 108/2024 Coll. on consumer protection and on amendments to certain acts.

2. GENERAL PROVISIONS AND INFORMATION

2.1. Goods can only be purchased via the E-shop web interface – https://saver.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 have provided to Us when ordering Goods to be correct, complete and true.

3. CONCLUSION OF THE CONTRACT

3.1. You can conclude a Contract with us only in the Slovak language.

3.2. The Contract is concluded at a distance via our E-shop. You bear the costs of using the means of communication you use when concluding the Contract. These costs do not increase the total price of the goods and do not differ from the basic rate you pay for using these means (in particular for internet access). By sending the order, you agree to the use of means of distance communication.

3.3. To conclude the Contract, you need to create a draft order in the E-shop, which must contain:

a) Information about the goods being purchased (you select goods with the “Add to cart / To cart” button).

b) Information about the price, delivery price, VAT, method of payment of the total price and the requested method of delivery of the goods. This information will be entered while creating the draft order and calculated automatically based on the selected goods and delivery method.

c) Your identification details needed for delivery of the goods: first name, surname, delivery address, telephone number and e-mail address.

d) If we are to deliver goods to you regularly and repeatedly, also information on how long we will be delivering the goods to you.

3.4. While creating the draft order, you can change and check the details until the order is created.

3.5. After checking and pressing the “Order with obligation to pay” button, you create the order. Before pressing the button, you must confirm that you have duly read the Terms and agree with them. Without this confirmation, it will not be possible to create the order. After pressing the button, all the completed information will be sent directly to us.

3.6. We will confirm your order as soon as possible with a message sent to the e-mail address you stated in the order. The confirmation will contain a summary of the order and these Terms. By confirming the order, the Contract between us and you is concluded. The Terms valid on the day of ordering are an integral part of the Contract.

3.7. Situations may arise in which we are unable to confirm your order, for example if the goods are not available or if you order more items than permitted. We provide information on the maximum number of items of goods in advance in the E-shop. If we cannot confirm the order, we will contact you and send you an offer to conclude the Contract in an amended form. In such a case, the Contract is concluded when you confirm our offer.

3.8. If an obviously incorrect price is stated in the E-shop or in the draft order, for example as a result of a technical error, we are not obliged to deliver the goods at that price, even after the order has been confirmed. In such a case, we will contact you without delay and we have the right to withdraw from the Contract, and we will send you an offer to conclude a new Contract in an amended form. The new Contract is concluded when you confirm our offer. If you do not confirm our offer within 3 days, we have the right to withdraw from the Contract. An obvious price error is considered to be, for example, when the price quite obviously does not correspond to the usual price at other sellers or contains obviously incorrect digits.

3.9. After the Contract has been concluded, you are obliged to pay the Total Price.

3.10. If you have set up a User Account, you can place an order through it. In such a case, you are obliged to check the correctness, truthfulness and completeness of the pre-filled details. The method of creating an order

is identical to that for a buyer without a User Account, but you do not have to fill in your identification details repeatedly.

3.11. In some cases, we allow a discount to be used on the purchase of goods. To receive the discount, you need to enter the discount details in the designated field in the draft order. The goods will then be provided at a discount.

4. USER ACCOUNT

4.1. After registering in our E-shop, you can access your User Account.

4.2. When registering a User Account, you are obliged to provide correct and true details and to update them in the event of changes.

4.3. Access to the User Account is protected by a username and password. You are obliged to keep these details confidential and not to provide them to any other person. We bear responsibility for misuse of these details.

4.4. The User Account is personal and you are not authorised to allow third parties to use it.

4.5. We may cancel your User Account, in particular if you do not use it for more than 6 months, if you withdraw from the Contract or if you breach your obligations under the Contract.

4.6. The User Account may not be available continuously, in particular due to necessary maintenance of hardware and software.

5. PRICE AND PAYMENT TERMS, RETENTION 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 in the E-shop and the Price stated in the draft Order, the Price stated in the draft Order shall apply, which will always be identical to the price in the Contract. The draft Order also states the Delivery Price or the conditions under which delivery is free of charge.

5.2. The Total Price under point 1.4 is stated including VAT and including all charges laid down by special legal regulations.

5.3. We will request payment of the Total Price from you after the Contract has been concluded and before the Goods are handed over. You can pay the Total Price in the following ways:

a) By bank transfer. We will send you the information for making the payment as part of the Order confirmation. In the case of payment by bank transfer, the Total Price is due within 14 days.

b) By card online.

c) Cash on delivery. In this case, payment is made on delivery of the Goods in exchange for handover of the Goods. In the case of cash on delivery, the Total Price is due on receipt of the Goods.

d) In cash on personal collection. Goods can be paid for in cash when collected at Our premises, a list of which is given on our website; in the case of payment in cash on personal collection, the Total Price is due on 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 the e-mail address you stated in the Order. The Invoice may be enclosed with the Goods and will be available in your User Account, if you have set one up.

5.5. Ownership of the Goods passes to you only 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 when the funds are credited to Our account; in other cases, it is paid at the moment the payment is made.

6. DELIVERY OF GOODS, TRANSFER OF RISK OF ACCIDENTAL DESTRUCTION, ACCIDENTAL DETERIORATION AND LOSS OF THE SUBJECT OF PURCHASE

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

a) Delivery by transport companies.

b) Personal collection at a bricks-and-mortar shop.

6.2. Goods can only be delivered within the Slovak Republic and the Czech Republic. 6.3. We are obliged to deliver the Goods to you without undue delay, but no later than within 30 days of the date the Contract was concluded, unless we agree otherwise. The Goods are delivered at the moment you or a person designated by you take them over, or when we hand them over to a carrier engaged by you outside the transport options we offered you. If the Goods require assembly or installation by Us, the Goods are considered delivered only upon completion of the assembly or installation. Goods with digital elements are considered delivered at the moment the relevant digital content or digital service is made available to you for download and installation, or, in the case of continuous supply of digital content or provision of a digital service over an agreed period, at the moment it begins to be made available to you.

6.4. In the performance of the Contract, circumstances may arise that affect the delivery date of the Goods you have ordered. We will inform you by e-mail without delay of the change in the delivery date and of the new expected delivery date of the ordered Goods; this does not affect your right to withdraw from the Contract. Our notification of the new delivery date of the Goods also includes Our request for you to state whether you insist on delivery of the Goods you ordered on the new date. In the case of personal collection at Our premises, we will always inform you by e-mail of the possibility of collecting the Goods.

6.5. When taking over the Goods from the carrier, it is your obligation to check that the packaging of the Goods is intact and, in the event of any damage, to notify the carrier and Us of this fact without delay. If the packaging has been damaged in a way that indicates unauthorised handling and entry into the parcel, you are not obliged to accept the Goods from the carrier.

6.6. You are obliged to take over the Goods at the agreed place and time. If you do not take over the delivered Goods in accordance with the previous sentence, we will notify you by e-mail where you can collect the Goods, including the deadline for collection, or, on the basis of your written request sent no later than 14 days from when you were to take over the Goods, we will deliver the Goods to you again, and you undertake to pay us all costs associated with the repeated delivery of the Goods at your request. If you breach your obligation to take over the Goods, except in the cases under point 6.4 of these Terms, this does not constitute 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 is not a reason for withdrawal from the Contract between Us and you. If you do not take over the Goods even within the additional period, We have the right to withdraw from the Contract on the grounds of your material breach of the Contract. If we decide to exercise this right, the withdrawal takes effect on the day we deliver the withdrawal to you. Withdrawal from the Contract does not affect the claim for compensation for damage incurred in the amount of the actual costs of the attempted delivery of the Goods at your request, or any further claim for compensation for damage, if any arises.

6.7. If, for reasons on your side, the Goods are delivered repeatedly or in a manner other than 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 the payment details for paying these costs to the e-mail address you stated in the Contract, and they are due within 14 days of delivery of the e-mail.

6.8. The risk of accidental destruction, accidental deterioration and loss of the Goods passes to you at the moment the Goods are delivered. If you do not take over the Goods or refuse to take them over, except in the cases under point 6.4 of these Terms, the risk of accidental destruction and accidental deterioration and loss of the Goods passes to you at the moment you had the opportunity to take them over but the takeover did not take place for reasons on your side. The transfer of the risk of accidental destruction and accidental deterioration and loss of the Goods means for you that from that moment you bear all the consequences associated with the loss, destruction, damage or any deterioration of the Goods.

7. LIABILITY FOR DEFECTS AND COMPLAINTS

7.1. We will deliver the Goods to you in the agreed quantity and quality and with the properties you can reasonably expect based on their description and purpose. We are liable under the Civil Code for any defect that the goods had on delivery and that becomes apparent within two years of delivery. For used items, a shorter liability period may be agreed, but not shorter than one year. For goods with digital elements, special rules concerning digital content, services and updates also apply.

7.2. If you discover a defect, notify us within two months of discovering it, and no later than within the statutory liability period for defects. You can report the defect by e-mail to eshop@saver.sk, by post to RPL Slovakia s.r.o., Mikovíniho 31/27, 040 11 Košice, or at our premises. Please state your contact details, identification of the purchase and a description of the defect; you can also use the complaint form on this page, but this is not a condition. Proof of purchase will help us find the purchase quickly. It is advisable to record damage to the packaging with the carrier, but not reporting a defect immediately on receipt does not in itself mean the loss of your statutory rights.

7.3. After you report a defect, we will provide you with written confirmation without delay. In it, we will state the deadline for remedying the defect; as a rule, this must not be longer than 30 days from the report, unless a longer period is justified by an objective circumstance beyond our control. If we reject liability for the defect, we will notify you of the reasons in writing.

7.4. If we are liable for the defect, you have the right to choose repair or replacement, provided that the chosen method is possible and is not disproportionately costly compared with the other. We will remedy the defect free of charge, at our own expense and without significant inconvenience to you. We bear the costs of collecting the defective goods and their subsequent delivery after repair or replacement. You can send Goods for complaint free of charge by return shipment via Packeta with the code 96292028 under Art. 8.7 or bring them to our shop at Zborovská 6, 040 01 Košice, Slovakia.

7.5. You have the right to a reasonable price reduction or to withdraw from the purchase contract in the cases laid down by the Civil Code, for example if we do not remedy the defect, if it recurs, if it is serious or if it is clear that we will not remedy it reasonably and without significant inconvenience. In the case of a negligible defect, or if you contributed to its occurrence, withdrawal on the grounds of the defect is not possible; the burden of proof in these cases lies with the seller. In the event of withdrawal due to a defect, we bear the costs of returning the goods. The right to withdraw from the contract without giving a reason when buying at a distance is separate and is described in Article 8.

7.6. If the manufacturer or seller provides a voluntary consumer guarantee in addition to the statutory liability, its terms will be stated in the warranty certificate or on another durable medium. Such a guarantee does not

limit your statutory rights against us.

7.7. If, when the defect is being remedied, you choose repair of the Goods as the remedy, the period of our liability for defects is extended by twelve months after the first remedy of the defect by repair. This extended period runs from the day the repaired Goods are taken over.

7.8. Before the Contract is concluded, we inform you of the existence and main elements of our statutory liability for defects, including its duration. For Goods for which this information is relevant and available, we also inform you in the description of the Goods or in the accompanying documentation of the availability and indicative price of spare parts and of the manufacturer's instructions for repair and maintenance of the Goods.

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 ways stated in this Article, or in other provisions of the Terms in which the possibility of withdrawal is expressly stated.

8.2. If you are a Consumer, in accordance with § 20 of the Consumer Protection Act you have the right to withdraw from the Contract **without giving a reason within 14 days of the date of receipt of the Goods**, or of the conclusion of a Contract for the provision of a service, or of the conclusion of a Contract for the supply of digital content that we do not supply on a tangible medium. If we have concluded a Contract whose subject is several types of Goods or the delivery of several parts of Goods, this period starts to run only on the day of receipt of the last part of the Goods, and if we have concluded a Contract under which we will deliver Goods to you regularly and repeatedly, it starts to run on the day of receipt of the first delivery. You can withdraw from the Contract in any demonstrable way (in particular by sending an e-mail or letter to Our addresses stated with Our identification details in the Terms). For withdrawal, you can also use the model form provided by Us, which forms Annex No. 2 to the Terms. You can also withdraw from the Contract before receiving the Goods. You do not have to give a reason. You can also notify us of your withdrawal electronically via the Returns and complaints page; once it has been sent, we will send you by e-mail without delay a confirmation with its content and the date and time of submission. You are entitled to withdraw from the Contract also only in relation to a specific item or items of Goods if we have delivered or provided several Goods under the Contract. The effects of withdrawal from the Contract also apply to any ancillary contract to the Contract, unless we expressly agree otherwise. After receiving the notice of withdrawal from the Contract, we will provide you without delay, by e-mail or on a durable medium, with Our confirmation of its receipt.

8.3. If you are a Consumer and we do not deliver the Goods to you on time, you are entitled to withdraw from the Contract even without granting an additional reasonable period under § 517(1) of the Civil Code if (i) we refuse to deliver the Goods to you, (ii) timely delivery was particularly important in view of all the circumstances of the conclusion of the Contract, (iii) you informed Us before the conclusion of the Contract that timely delivery is particularly important.

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

a) the provision of a service, if the service has been fully provided and its provision began before the expiry of the withdrawal period with your express consent and you have declared that you were duly informed that by giving your consent you lose the right to withdraw from the Contract once the service has been fully provided, if you are obliged to pay the Price under the Contract;

b) the sale of Goods whose Price depends on movements in prices on the financial market which we cannot influence and which may occur during the withdrawal period;

c) the sale of alcoholic beverages whose Price was agreed at the time of conclusion of the Contract, where their delivery can take place no earlier than after 30 days and their Price depends on movements in market prices which we cannot influence;

d) the sale of Goods made to your specifications or made to measure for you;

e) the sale of Goods that are liable to deteriorate quickly or perish, and Goods that after delivery have been inseparably mixed with other items;

f) the sale of Goods sealed in protective packaging that are not suitable for return for health protection or hygiene reasons and whose protective packaging has been broken after delivery;

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

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

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

8.5. The withdrawal period under Art. 8.2 of the Terms is deemed to have been met if you send Us a notice that you are withdrawing from the Contract during the period (but no later than on its last day). You can also withdraw online, without registration, using the Withdraw from contract here button. It is in the footer of every page of the E-shop, on the Complaints and Returns page and in the order detail. You send the statement with the Confirm withdrawal button and We will send to the e-mail you provide, without undue delay, an acknowledgement of receipt with the content of the statement and the date and time it was sent.

8.6. In the event of withdrawal from the Contract, the Price will be refunded to you within 14 days of the date of delivery of the notice of withdrawal, to your bank account from which it was paid, or to your bank account chosen in the 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 and, if possible, including the original packaging.

8.7. In the event of withdrawal from the Contract under Art. 8.2 of the Terms, you are obliged to send the Goods to Us, or hand them over to Us or to a person authorised by Us to receive the Goods, within 14 days of withdrawal. **You can return the Goods free of charge by return shipment via Packeta with the code 96292028; We bear the cost of such a return.** Mark the parcel with the code, take it to a Packeta drop-off point and give the code to the staff; they will print and attach the label and give you a receipt. The parcel may weigh up to 15 kg, with the longest side up to 120 cm and the sum of the sides up to 150 cm, at least 10 × 7 × 1 cm. If you send the Goods another way, send them to SAVER - brány, dvere, pohony, závory (RPL Slovakia s.r.o.), Zborovská 6, 040 01 Košice, Slovakia, and you bear the cost of returning them. If the Goods exceed these limits, write to eshop@saver.sk before sending them: for orders from the Czech shop We bear this cost; for orders from the Slovak shop We arrange the collection and we deduct the cost from your refund: 15 to 30 kg €19.00, 30 to 99 kg €45.00, oversized goods according to the delivery price list (Košice €20, Košice-okolie district €30, other places in the Košice and Prešov regions €1.80 per km, up to €287), all including VAT. This does not apply if we agree that we will collect the Goods in person or through a person authorised by Us. The deadline is met if the Goods were handed over for transport no later than on the last day of the period. You, on the other hand, are entitled to have the Delivery Price refunded to you, but only in the amount corresponding to the cheapest method of delivery of the Goods that we offered for delivery of the Goods. The first sentence of this point also applies to the return of a tangible medium on which Digital Content was supplied to you under a Contract for the Supply of Digital Content. After your withdrawal from a Contract for the Supply of Digital

Content, we are also entitled to prevent you from further use of the Digital Content, in particular by restricting access to the Digital Content or by cancelling your user account. If the subject of the Contract from which you are withdrawing is the provision of a service, you are obliged to pay Us the Price for the performance actually provided up to the day of delivery of the notice of withdrawal from the Contract, if you gave express consent to the start of the provision of the service before the performance was provided.

8.8. You are liable for damage in cases where the Goods are damaged as a result of your handling them in a way other than is necessary with regard to their nature and properties. In such a case, we will invoice you for the damage caused after the Goods have been returned to Us, and the invoiced amount is due within 14 days.

8.9. We are entitled to withdraw from the Contract due to stock being sold out, unavailability of the Goods, or if the manufacturer, importer or supplier of the Goods agreed in the Contract has discontinued production or made significant changes that have made it impossible to fulfil Our obligations under the Contract, or for reasons of force majeure, or if, even with all the effort that can fairly be required of Us, we are unable to deliver the Goods to you within the period specified by these Terms. In these cases, we are obliged to inform you of this fact without undue delay and to refund the Total Price already paid for the Goods within 14 days of the date of notification of withdrawal from the Contract. We will refund the Total Price paid for the Goods in the same way in which 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 further fees in connection with it.

8.10. We are also entitled to withdraw from the Contract if you have not taken over the Goods within 5 working days of the day on which your obligation to take over the Goods arose.

9. SUBMITTING SUGGESTIONS AND COMPLAINTS

9.1. As a Consumer, you are entitled to submit suggestions and complaints in writing by e-mail to: eshop@saver.sk.

9.2. We will inform you of the assessment of your suggestion or complaint by e-mail sent to your e-mail address.

9.3. If you are not satisfied with how your suggestion or complaint was handled, 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 CONSUMERS

10.1. You have the right to contact Us with a request for redress by e-mail sent to eshop@saver.sk if you are not satisfied with the way we handled your complaint or if you believe that we have violated your rights. If we reply to your request negatively or do not reply within 30 days of it being sent, you have the right to submit a proposal to initiate alternative dispute resolution to an alternative dispute resolution entity (“Entity”) under Act No. 391/2015 Coll. on alternative dispute resolution of consumer disputes and on amendments to certain acts, as amended (“Alternative Dispute Resolution Act”).

10.2. Entities are the authorities and authorised legal persons under § 3 of the Alternative Dispute Resolution Act, and their list is published on the website of the Ministry of Economy of the Slovak Republic: https://www.mhsr.sk/obchod/ochrana-spotrebitel'a/alternativne-riesenie-spotrebitelskych-sporov-1/zoznam-subjektov-alternativneho-riesenia-spotrebitelskych-sporov-1.

10.3. You can submit the proposal in the manner specified under § 12 of the Alternative Dispute Resolution Act.

10.4. The European Online Dispute Resolution platform was discontinued on 20/7/2025. You can continue to use the alternative dispute resolution entities listed above.

11. FINAL PROVISIONS

11.1. We will deliver all written correspondence with you by electronic mail. Our e-mail address is stated with Our identification details. We will deliver correspondence to your e-mail address stated in the Contract, in the User Account or from which you contacted us.

11.2. The Contract can only be amended on the basis of our written agreement. However, we are entitled to amend and supplement these Terms; such an amendment will not affect Contracts already concluded, but only Contracts concluded after the amendment takes effect. We will inform you of the amendment only if you have created a User Account (so that you have this information if you order new Goods; the amendment does not, however, give rise to a right of termination, as we do not have a concluded Contract that could be terminated), or if we are to deliver Goods to you regularly and repeatedly under the Contract. We will send the information about the amendment to your e-mail address at least 14 days before the amendment takes effect. If we do not receive from you, within 14 days of sending the information about the amendment, notice of termination of the concluded Contract for regular and repeated deliveries of Goods, the new terms become part of our Contract and will apply to the next delivery of Goods following the amendment taking effect. The notice period, if you give notice, is 2 months.

11.3. In the event of force majeure or events that cannot be foreseen (natural disaster, pandemic, operational failures, 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 more than 10 days, both We and you have the right to withdraw from the Contract in writing.

11.4. The model withdrawal form and the complaint form are available for download on this page. Their use is not a condition for exercising your rights.

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

11.6. No codes of conduct under § 2(i) of the Consumer Protection Act apply to Our activities.

11.7. If you do not refuse to receive a questionnaire when ordering, we may send you a satisfaction questionnaire from the Heureka Overené zákazníkmi (Verified by Customers) programme after your purchase in accordance with the applicable regulations on electronic communications. For this purpose, we pass your e-mail address and basic details of the purchase to Heureka. You can refuse the questionnaires when ordering, unsubscribe via the link in the e-mail or object by writing to eshop@saver.sk.

11.8. These Terms take effect on 23/09/2026. Contracts concluded before this date are governed by the wording valid at the time the contract was concluded.