

# TERMS AND CONDITIONS AND WARRANTY CLAIMS PROCEDURES

## 1. Basic information

Game-go.shop online store is operated by:

Godó, z. s.

Šmeralova 878/19A

CZ360 05 Karlovy Vary

Czech Republic

email: info@game-go.shop

Company ID: 226 715 61

VAT ID: CZ 226 715 61

(hereinafter referred to as the Supplier)

## 2. Ordering the goods

The goods is ordered using an internet form on the website at [www.game-go.shop](http://www.game-go.shop). The goods can also be ordered by sending an order to [info@game-go.shop](mailto:info@game-go.shop).

The customer shall give his/her full name, full address, other contact details (e-mail, phone) and choose the payment method and the delivery type. By confirming the order, the customer undertakes to accept the chosen goods and to pay the relevant price including the price for the chosen delivery type (postal charges).

The supplier then immediately sends a summary of the order to the provided customer's e-mail address and it shall contain the list of the goods, prices of the individual items, the total price including postal charges, the payment method and the delivery type.

The order after its confirmation can only be cancelled upon a prior agreement of the supplier and the customer (with the exception of the case described in article 3) and under the conditions they mutually agree on.

## 3. Goods dispatch

The supplier undertakes to dispatch the ordered goods within five working days. Unless there is information in the catalogue that the goods are available, this period of time shall be prolonged by the number of days stated at the chosen goods in the catalogue next to "Availability". In the case the supplier is not able to make it within this period, he shall inform the customer who is entitled to cancel the order in such case.

The goods shall be dispatched to the customer in intact packaging. The consignment includes the invoice which also serves as a warranty and tax document.

## 4. Package takeover

The customer is obliged to check whether the packaging is intact before (s)he takes over the goods. In the case (s)he takes over an apparently damaged consignment, (s)he shall raise a potential claim at the carrier.

## 5. Returning the goods

The buyer is entitled to withdraw from the purchase agreement in accordance with current regulations and to do so within 14 days from the takeover of the goods and in the case that the subject of the agreement means several types of goods and the parts of the order are delivered separately, this period starts on the day of the takeover of the last supply of goods. The withdrawal from the purchase agreement shall be sent to the seller within the time period defined in the previous sentence.

In the case of a withdrawal from the purchase agreement, the purchase agreement shall be annulled from the beginning. The goods have to be returned to the seller within 30 days from the withdrawal from the purchase agreement. If a buyer withdraws from the purchase agreement, the buyer bears costs related to returning the goods to the seller even when the goods cannot be returned by post as is common because of its nature.

In the case of a withdrawal from the agreement and terms and conditions, the seller shall return the money received from the buyer within 14 days from the withdrawal from the purchase agreement by the buyer in the same way he received the money from the buyer. The seller is also entitled to return the performance provided by the buyer already at the return of the goods by the buyer or in another way if the buyer agrees and no further costs are incurred to the buyer. If a buyer withdraws from a purchase agreement, the seller shall be obliged to return the funds received from the buyer only after (s)he returns the goods to him or proves that the goods were sent to him.

The seller is entitled to offset the entitlement to the damage compensation for goods against the entitlement of the buyer to the return of the purchase price.

Until the buyer takes over the goods, the seller is entitled to withdraw from the purchase agreement at any time. In such case, the seller shall return the buyer the purchase price without undue delay using a cashless payment method and the account specified by the buyer.

## 6. Warranty terms and claims

The warranty for the goods purchased in game-go.shop online store shall be governed by valid regulations. Unless stated otherwise, the warranty period is 24 months. The warranty applies to all defects limiting the proper use of the goods. The warranty does not apply to the common wear and to defects which occurred due to the use in an unsuitable environment.

The warranty claim can be raised by either sending an e-mail to [info@game-go.shop](mailto:info@game-go.shop) or a letter to Godó, z. s., Šmeralova 19A, 360 05 Karlovy Vary.

A warranty claim shall be settled within 30 days.

## 7. Personal data protection

The supplier collects customers' personal data with their consent and it includes names, addresses, phone numbers and e-mail addresses.

Customers' personal data shall not be transmitted to any other party, only the carrier.

The customer is entitled to withdraw his/her consent to storing and processing of his/her personal data at any time and (s)he shall do so by sending an e-mail to [info@game-go.shop](mailto:info@game-go.shop) or in writing to Godó, z. s., Šmeralova 19A, 360 05 Karlovy Vary.

These terms and conditions and warranty claims procedures are valid from 1 September 2019.

The relevant authority for the alternative dispute resolution for consumer from the purchase agreement is the Czech Trade Inspection Authority with the registered office at Štěpánská 567/15, 120 00 Prague 2, company ID: 000 20 869, website: <http://www.coi.cz>.