

## **GENERAL TRADE CONDITIONS**

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OF THE COMPANY

We hate ironing s.r.o.

**FOR SERVICE**

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**VALID SINCE 16.07.2024**

## GENERAL TRADE CONDITIONS

### I.

#### ENTERING INTO CONTRACT

1. These general terms and conditions (hereinafter referred to as the "**GTC**") govern the rights and obligations of the contracting parties when concluding and performing a work contract (hereinafter referred to as the "**Contract**") between the provider, as a contractor, on the one hand, and the client, as the customer, on the other the second. For the purposes of these GTC, the provider means the company:

**We hate ironing s.r.o.**

with registered office at Želetavská 1525/1, Michle, 140 00 Praha 4

ID number 075 75 696

company registered in the commercial register under no. C321841 conducted by the Municipal Court in Prague

**contact information:**

Business premises: Želetavská 1525/1, 140 00, Prague 4 – Michle, ID: 1013012674

Na Florenci 2116/15, 110 00, Prague 1 - Nové Město, ID 1013012682

**Contact details of customer service (customer services), complaints:**

email: hello@wehateironing.cz

phone number: +420 607 000 944

An extract from the commercial register of the provider is available on the website [www.justice.cz](http://www.justice.cz). An extract from the provider's trade register is available at [http://wwwinfo.mfcr.cz/ares/ares\\_es.html.cz](http://wwwinfo.mfcr.cz/ares/ares_es.html.cz). For the purposes of these GTC, a client is a person ordering a Service (as this term is defined below) or a Gift Voucher (as this term is defined below) provided by the provider, via an online application on the website [www.wehateironing.cz](http://www.wehateironing.cz) (hereinafter referred to as the "**client**") (hereinafter referred to as the "**System**").

2. The subject of the Contract is the provider's obligation to provide the client with a service in accordance with these GTC, i.e. to take over from the client (hereinafter referred to as "**Pickup**"), an item or items, or shoes in the case of shoe cleaning, the cleaning of which the client has ordered through System (hereinafter referred to as "**Item**" or also "**Items**"), on such Items to execute maintenance consisting of cleaning and ironing of such items or just ironing or in the case of shoes just cleaning (hereinafter referred to as "**Cleaning**" and for the activity of the provider in the form of a verb also as "**Clean**"), and hand over to the client the properly executed works (hereinafter referred to as "**Return**"), for which the client undertakes to pay the provider the price of the works determined according to the provider's price list (hereinafter referred to as "**Price**") valid at the time of confirmation of the client's order by the provider, which is available on the website [www.wehateironing.cz](http://www.wehateironing.cz) (hereinafter referred to as the "**Price List**") and the Shipping Price (as this term is defined below) (Price and Shipping Price together, hereinafter referred to as the "**Total Price**").

(The entire service described in this paragraph as the subject of the Contract is hereinafter referred to as the "**Service**".)

3. Items within the meaning of these GTC can only be items listed in the Price List, the Price for their Cleaning is indicated. Any other items can be Cleaned by the provider subject to prior arrangement with the client.
4. The contract between the provider and the client is concluded through the System. The contract is concluded at the moment when the confirmation of the Order (as this term is defined below) is sent to the client by the provider. At the same time with Order confirmation provider deliver these GTC in PDF format to the client via email (for the avoidance of doubt, it is considered that the GTC delivered in this way are the GTC governing the relationship between the provider and the client).
5. By concluding the Contract, the provider is obligated to perform the works properly and on time, and the client is obligated to pay the provider the Total Price for properly performed works.
6. By sending the Order, the client confirms consent with these GTC. By confirming consent with these GTC, each client simultaneously confirms that, in accordance with § 1823 of Act No. 89/2012 Coll., Civil Code, as amended, the client expressly requests the provider to begin fulfilling its obligations under the Contract immediately after the conclusion of the Contract and the client confirms understanding that by performance of the works, his right to withdraw from the contract according to § 1837 letter a) of the Civil Code, ceases.
7. Through the System, the visitor to the website [www.wehateironing.cz](http://www.wehateironing.cz) is also entitled to purchase a Gift Voucher, the purchase and use of which are regulated in more detail by these GTC in Article V. paragraph 9. With the contract for the purchase of the Gift Voucher, the provider undertakes to hand over the code to the client, after using of which in accordance with these GTC, the provider undertakes to credit the credits corresponding to the Gift Voucher to the relevant user account on which the code was entered into the System.

## II.

### **NOTICE TO CONSUMER BEFORE CONCLUSION OF CONTRACT**

1. The provider informs the client consumer that:
  - a. the costs of means of remote communication do not differ from the basic rate (in the case of internet and telephone connection according to the conditions of the client's operator). The provider does not charge any additional fees, but this does not apply to transport);
  - b. demands payment of the Price before the client takes over the performance and in the case of choosing to pay these obligations through a bank account transfer, the provider demands payment of an advance in the amount of 100% of the Price;

- c. the provider does not conclude contracts, the subject of which is repeated performance;
  - d. the prices of the services are listed on the website including VAT, including all fees established by law, however the cost of delivering the work varies according to the chosen method and transport provider;
  - e. delivery costs and the payment method are communicated to the client when choosing transport, payment and packaging, from which the client chooses the most suitable payment method, but this information is always provided before the binding confirmation of the order;
  - f. due to the fact that the provision of the service is tied to a date chosen by the client himself when placing the order, the client is informed that the provider will not be able to fulfill its obligations under the contract, if the consumer does not request to start the performance of the contract within the period for withdrawing from the contract. Therefore, by confirming the order, the client expressly requests that the provider begin performance within the period for withdrawing from the contract, while this express request terminates the right of the client to withdraw from the contract according to § 1837 letter a) of the Civil Code, i.e. within 14 days from the date of conclusion of the contract, if the Service has already been fulfilled. This does not affect the client's rights resulting from defective performance by the provider.
  - g. contract, or the relevant invoice will be stored in the electronic archive of the provider, clients with an established user account also have access to this data in their profile;
  - h. the consumer can submit a complaint to the email address [hello@wehateironing.cz](mailto:hello@wehateironing.cz), which will then be investigated internally and the client will be notified within 30 days of the outcome of the complaint investigation or other resolution of the complaint;
  - i. the consumer also has the right to file a complaint with a supervisory or state supervisory authority, which is any trade office and the Czech Trade Inspection ([www.coi.cz](http://www.coi.cz));
  - j. if the performance of the provider is defective, the rights described in Article VIII. of this GTC arise for the client;
  - k. for the purposes of communication between the client and the provider, the client is entitled to use telephone communication at the numbers listed above and at the email addresses listed above.
2. The Client agrees to the use of remote means of communication when concluding the Contract. The costs incurred by the client when using means of communication at a distance in connection with the conclusion of the contract (costs of Internet connection, costs of telephone calls) are paid by the client himself, and these costs do not differ from the basic rate.
3. By using the services on the website, the client or any other user is obliged to comply with these GTC and confirms that he has familiarized himself with the GTC. The Provider is entitled to amend and supplement the General Terms and Conditions at any time, with the understanding that any changes and additions to the General Terms and Conditions (hereinafter referred to as the "**New GTC**") are effective on the day they are made available on

the website. Contracts concluded before the New GCT are made available on the website are governed by the GCT valid before such a change; the same procedure applies to orders that were sent to the provider before the New GCT were made available on the website.

### III.

#### ORDER

1. The contract can only be concluded if the client properly fills out the order form available through the System. The form is filled in three parts, which are marked (i) WHEN AND WHERE, (ii) SERVICES, (iii) YOUR DATA. The individual parts of the form are separated by a banner with the inscription "CONTINUE", which must be clicked in order to move to the next stage of the form. The order is sent by clicking on the banner with the inscription "CONFIRM ORDER". Before the client confirms the order, he is informed about the facts according to § 1826a, paragraph 1 of the Civil Code, that is, he is informed about what service he is ordering, at what price (if it is not a self-counting order), with price of transport details, pick-up location and to Return location, i.e. this is the last summary of the Order, when it is still possible to cancel the Order without causing any consequences.
  - a. In the WHEN AND WHERE section, the client fills in the information about the time and place of Pick-up, with the subsequent addition of information about the time of Return; however, these must always be time slots that are reported as "free" in the System.
  - b. In the SERVICES section, the client selects the way in which the Service is to be provided, which is further regulated in paragraph 4 of this article. Before moving on to the next section, the client is advised that he should prepare Iron-only items and shoes for pick-up in separate closed bags.
  - c. In the YOUR DATA section, the client fills in personal data (e-mail address, first and last name, mobile phone number), agrees to the terms and conditions and confirms that he has familiarized himself with the principles of personal data processing. Links to the Internet addresses where the terms and conditions of personal data processing are available for viewing are inserted directly into the description of the fields intended for agreeing to the terms and conditions and confirming familiarity with the terms and conditions of personal data processing. Furthermore, in the YOUR DATA section, the client has the option to use a discount coupon and also to provide information that he wants to subscribe to the provider's newsletter (containing articles, news and special offers).

(the client's request for the provision of the Service by the provider, entered through the System on the basis of a duly completed order form, hereinafter referred to as the "**Order**")

2. The client is obliged to enter in the order form all the required data, which must be true, so that they can be used to contact the client in connection with the Contract. Optional fields of the order form, i.e. fields whose non-filling, or not checking, does not affect the sending of the Order, are the following fields:

- a. field for "note to courier" in the WHEN AND WHERE section of the order form;
- b. field for "laundry note" in the YOUR DATA section of the order form;
- c. field for "discount coupon" in the YOUR DATA section of the order form;
- d. check box in case the return address is to be different from the pick-up address, and if the client checks this box, he adds the return address in the newly displayed fields designated for this purpose;
- e. a check box in case the client wants to add company data, and if the client ticks this box, he will add the required data to the relevant fields (company name, ID number, VAT number);
- f. a check box in case the client wants to subscribe to the provider's newsletter with articles, news and special offers, which the provider subsequently sends to the client in case of subscription.

The order form does not need to be filled out if the client is logged in via their user account (as this term is defined below). In this case, the form is filled in automatically and the client only fills in the Pick-up date and time and the Return date and time (from the free time slots determined by the System), unless he wants to fill in the form with other data (does not apply to time slots).

3. The system through which the Contract is concluded has its own internal control of entered data. If the client enters other data than required, the System will not allow him to continue completing the Order before he removes the defect that he will be alerted to by the System. Before confirming the Order, the Client must agree to these GTC and provide confirmation that he has familiarized himself with the terms of personal data processing.
4. In the "SERVICES" section of the form, the client is entitled to choose one of two options for how the Service should be provided:
  - a. Self-counted order (indicated by a banner with the inscription "Count my laundry at the dry cleaners");
  - b. Own order (indicated by a banner with the inscription "I want to enter the number of items of laundry myself").
5. The self-counted order gives the client the right to hand over to the provider an unspecified type and number of Items intended for Cleaning, which must be handed over by the client in paper or textile, but always closed, packaging (bags) upon pick-up, while Items "only for ironing" and "shoes" must be in separate closed bags, separate from other Items intended for Cleaning, and at the same time establishes the obligation of the provider to count the Items thus handed over in its business premises, check their condition and add the individual type of these Items and the number of individual pieces by type to the record, with which the provider informs the client about the Price determined on the basis of the Price List and, where applicable, defects found on the Items received. After sending the Self-Counted Order, a confirmation e-mail is sent to the client, where the provider informs him that the Items will be

counted by the operator, and then an update of the Order will be sent to the client by e-mail with a complete list of his Items, the calculated Price and the relevant Shipping Price and request upon choosing the Total price payment method, when the client must choose one of the following options:

- a. Payment via payment gateway GoPay: Online payment card, transfer to the account (via QR code), Apple pay, Google pay, Bitcoin or PayPal;
  - b. Cash or card with the driver when returning clean laundry, or through Credits.
6. The payment is then proceeded appropriately according to paragraphs 8 and 9 of this article.
7. The Own order requires the client to enter in the order form what kind of Items and what number of Items of each kind he is interested Cleaning, which the client does by selecting the relevant items and their number from the offer listed in the System. These Items for Cleaning declared in the Order must be handed over by the client in closed paper or textile packaging (bags), while items only for ironing and shoes must be in separate bags, separate from other items for Cleaning. In this case, the system immediately informs the client of the amount of the Price determined by the Price List.
8. In order to complete the Custom Order, the client is required to choose the Total Price payment method in the YOUR DATA section of the order form, when he must select one of the following options:
- a. Payment via payment gateway GoPay: Online payment card, transfer to the account (via QR code), Apple pay, Google pay, Bitcoin or PayPal;
  - b. In cash or by card with the driver when returning clean linen;
  - c. Through credits, if the client is logged into the System using his user account.
9. When using the payment via payment gateway, the client is redirected by the System to the payment gateway GoPay after sending the Order, where he proceeds according to the instructions of the payment gateway in order to pay the Total Price. The data transfer is secured by SSL/TSS protocol.
10. When using the Cash or card payment option with the driver when returning clean linen, the client undertakes to pay the Total Price when Returning to the hands of the provider's driver, in cash or by card using the payment terminal that the provider's driver has available for this purpose. The client is entitled to conclude a contract with the option of payment in cash or by card with the driver when returning clean laundry up to the amount of CZK 200,000. Otherwise, the System will not allow him to complete the Order.
11. In the event of discrepancies in the Client's Order when selecting the Own order option regarding the number and type of Items, the Client is entitled to report the existence of the discrepancy without undue delay, but is obliged to report this fact to the provider at the time

of Collection at the latest. The provider will subsequently recalculate the Price according to the Order to the Client after the error has been removed, in accordance with the Price List.

12. The Provider is obliged to check the compliance of the Order when choosing the Own order option with the number and type of Items handed over by the client at Pick-up at the provider's premises and, in the event of any discrepancies, to adjust the Client's Order so that it corresponds to the Items handed over at Pick-up, in terms of the number of Items and their of the type according to the Price List, and at the same time recalculate the Price according to the Price List and send the modified Order with the adjusted Price back to the client for information.
13. The Minimum Price for an Order is CZK 800 excluding the Shipping Price (hereinafter referred to as the "Minimum Order Price").
  - a. In the event that the client has selected the Self-counted order option in the Order, and the Price according to the Price List, depending on the type and number of Items delivered by the client, does not reach the value of the Minimum Order Price, the client is obliged to pay the difference between the amount of CZK 800 and the Price when paying the Total Price based on the update of the Order after counting the Items described in Article III paragraph 5.
  - b. In the event that the client selects the Custom order option in the Order, and its value does not reach the value of the Minimum Order Price according to the type and number of Items entered by the client, the System will count up the price of the Order to Minimum Order Price regardless the Price list. In the event that the client in the Order incorrectly selects the number or type of Items to be handed over to the provider at Pick-up, and the Price subsequently corrected by the provider according to the Price List does not reach the value of the Minimum Order Price, the client is obliged to pay the difference between the amount of CZK 800 and the Price upon Return.
14. At the end of the creation of the Order, the client is obliged to check the box confirming that he agrees with these GTC and the box confirming that he has read the terms of personal data processing. If these boxes are not checked, the System will not allow the Order to be sent.

#### IV.

1. In addition to other obligations agreed in these GTC, the provider undertakes to:
  - a. Confirm Order to the client without delay.
  - b. Pick up Items intended for Cleaning according to the Contract or arrange Pickup by a third party.
  - c. Check the number and type of Items to determine the Price in its business premises.
  - d. Properly and with professional care and these GTC Clean individual Items.
  - e. Clean the Items in accordance with the instructions of the manufacturer of the Items for proper maintenance, which are firmly connected to the Items in accordance with legal



regulations, while the meanings of the symbols that can be found on the website [www.apac.cz](http://www.apac.cz) will be used for maintenance.

- f. Items that lack the manufacturer's instructions for maintenance, the provider is not obliged to take over for the Service due to possible damage to the provider's equipment and due to the impossibility of determining the correct maintenance method. If the provider accepts such an Item for Service, the client is not responsible for damage to the provider's machinery and the provider is not responsible for any changes or deterioration of the Item.
  - g. Items that cannot be cleaned according to the manufacturer's instructions cannot be cleaned by the provider, and can only do so at the request of the client (in this case, the provider is not responsible for any changes to the Items caused by cleaning according to the client's requirements);
  - h. Return the completed works to the client within the period agreed in the Contract or within the period otherwise specified by these GTC or arrange the Return by a third party.
  - i. To clean such Items that were Picked-up, but not included in the Order, at the price specified in the Price List.
  - j. Bill the client for the difference between the price specified in the Order and the price to which the provider is entitled in the event that the provider provided performance in accordance with these GTC regarding a larger number of Items, or regarding a different type of Items than the client stated in the Own Order, or that the client in the Order did not reach the Minimum Order Price (hereinafter referred to as "**Underpayment**") or in the event that the provider provided performance in accordance with these GTC regarding a smaller number of Items (hereinafter referred to as "**Overpayment**"). Both Underpayment and Overpayment are due at the time of Return and can be paid in cash or by card.
  - k. Hand over the Item and any Overpayment to the first person who is proven by the Order confirmation.
2. In addition to other obligations agreed in these GTC, the client undertakes to:
- a. When using the provider's services, follow the instructions and guidelines available at [www.wehateironing.cz](http://www.wehateironing.cz) and these GTC;
  - b. Hand over to the provider the Items intended for Cleaning at the time and place agreed for Pickup and in the condition agreed in these GTC;
  - c. Hand over the Items in textile or paper closed packaging (bags) upon Pickup, while the Client must hand over the Items "for ironing only" and "shoes" wrapped separately from the others so that it is clear which of the Items are intended "for ironing only" , and that only shoes should be in the packs with shoes;
  - d. Take over the properly executed work from the provider at the time and place agreed for the Return;
  - e. To provide the provider without undue delay with the cooperation needed to provide proper performance. The Return period is extended by the time from the sending of the provider's request to provide cooperation to the client until the time the client provides

cooperation; in such a case, the contracting parties will agree on an alternative Return date;

- f. To check the faultlessness of the result of the service provided immediately upon Return and to confirm by signing on the device of the Supplier (for example: cellphone, tablet, or any device able record signing) the takeover of the Items without any reservations, if the Service is provided in accordance with the Contract. The above signature of the client is deemed to confirm the receipt of the Items without any reservations.
3. The client is entitled to change or cancel the time slot (i.e. the agreed Pickup or Return) no later than two hours before the start of the originally agreed slot. In the event of a slot change in a time period shorter than 2 hours before the start of the originally agreed slot, the client is obliged to pay the provider a flat fee of CZK 290 for changing the slot. In case of non-acceptance and non-handover of the Items by the client at the times, places and in the condition agreed by the Contract, or in case of non-cooperation of the client for Pickup and/or Return, the client undertakes to reimburse the provider for transport costs incurred for Pickup and/or Return, in the flat amount of CZK 290 in the case of a failed Pickup and in the amount of CZK 290 in the case of a failed Return. In the event that the Return does not take place due to reasons on the part of the client, the Items will be stored with the provider at the address of the provider's business premises, where the client is obliged to pick them up no later than 1 month from the date agreed for the Return, unless the contractual parties agree otherwise (hereinafter referred to as "**Substitute Return**"). For storing the Items with the provider, the client undertakes to pay the provider a storage fee of CZK 20/day/Item. If the Substitute Return does not take place even within the specified period, the provider is obliged to inform the client that it intends to sell the Item and to set the client a substitute period for the next substitute return of 1 month (hereinafter referred to as "Next Substitute Return"). If the client does not pick up the Item even within the next replacement return deadline, the provider is entitled to sell the Item. This agreement does not affect the right of the provider according to § 2609 of the Civil Code. Fees, transport costs and storage fees according to this paragraph are payable at the time of the existence of the reason for their occurrence and may be billed to the client by the provider at his choice for payment together with the Total Price or separately. The provider informs the client of the client's obligation to pay a fee, transport costs or storage fees immediately after this obligation has arisen.
  4. When checking the Items at the business premises, the provider will also check whether the Items are not damaged and, if damage is discovered, the provider will inform the client about this damage. The provider is not responsible for damage discovered in this way.

## V.

1. For the purposes of these GTC, cleaning is understood as the activity of the provider consisting of maintenance of the Items by applying commonly used procedures and using modern machines and means, the aim of which is to remove pollution from the Items. For the purposes of these GTC, cleaning also means washing, which uses different technological procedures than

cleaning, but its purpose is the same, i.e. removing contamination from Items. Ironing is also associated with cleaning, which will be applied to Items for which it is customary, unless the client requests that the Items, or one of them, not be ironed. Ironing means the activity of the provider consisting in ironing the Item by applying heat. The service is provided exclusively in accordance with the manufacturer's instructions, which are listed on the Item. If the manufacturer's maintenance instructions are not on the Item, the service will be provided solely at the client's own risk. Only items marked with the symbols "A" and "P" are accepted for the dry cleaning service. If the Item is marked with an underlined maintenance symbol, or contains a combination of multiple colors, or contains leatherette or leather, or according to the provider's subjective assessment, it is a luxury or expensive item or excessively dirty items, the provider has the exclusive right to refuse to provide the Service.

2. To perform the Service, it is possible to accept only Items free of any objects unrelated to the Item (objects forgotten in pockets, pinned to Items, etc.) and Items of non-textile composition, if this is possible without violating the essence of the Item; the client is responsible for the state of the Items. By accepting the Items, the Provider does not confirm that the Items have been handed over to the Provider in accordance with this provision, nor does it have the obligation to check them. The Provider is not responsible for damage to the Item or defects in the Service caused by any non-textile material placed on the Item. The Provider is not responsible for the loss of buttons, zipper sliders and decorative parts of the Item. The provider is also not responsible for the manifestation of the character properties of the product caused by different material composition or wear. The Provider is also not responsible for a chemical reaction caused by the presence of other substances in the Items, such as perfumes or other substances.
3. The Provider is entitled to refuse to take over the Items upon Pickup, if the Client is not Items "for ironing only" and "shoes" handed over separately in closed bags in accordance with Article III paragraph 1 letter c. of these GTC. For non-acceptance of the Items by the provider for this reason, the provisions of Article III, paragraph 3 of these GTC, on non-handover of the Items by the client at Pick-up, shall apply. In the event that the client Items in bags according to Article III paragraph 1 letter c. sorts incorrectly, i.e. inconsistent with the Order or inconsistent with its intention, the provider is not responsible for damage to the Items due to the cleaning operation for which the Item was designated by the client according to the sorting into packaging at Pickup. The Provider has the right to refuse acceptance of the Items upon Pickup if they are not packed in sealed packages according to these GTC.
4. The Provider is responsible for the loss and damage to the Item, if the client is not responsible for the damage to the Item according to these GTC. When determining the calculation of compensation for loss and damage to the Item, the wear and tear of the Item and its actual value at the time of damage will be taken into account. The provider can also compensate for the damage by returning it to its previous state.

5. The Provider always publishes the current Price List on the website [www.wehateironing.cz](http://www.wehateironing.cz), which is binding for the contractual parties in the version at the time of completion of the Order by the client. The price list always contains full prices including value added tax. The client is obliged to pay the transport separately in the amount of CZK 290 including VAT, unless the price of the client's Order reaches at least CZK 1,990, in which case the transport is not charged and is provided as part of the Price (this does not exclude the possible procedure according to Article IV. paragraph 3 of these GTC) (hereinafter referred to as the "**Transportation Price**"). If the provider discovers, during the inspection according to Article III., paragraph 12 of these GTC, that the number of Items that do not correspond to the number of Items declared in the Order, or the type that does not correspond to the type of Items declared in the Order according to the Price List, were handed over for Collection, as a result of which if the price of the client's Order is adjusted so that it falls below the amount of CZK 1,990, which it reached before the price check and recalculation, the provider is entitled to additionally bill the client for the transport price in the amount of CZK 290, which the client is obliged to pay during the Return.
6. Orders can be placed 24 hours a day, but the operating hours for the fulfillment of the Contract are as follows: Monday - Sunday from 7:00 a.m. to 9:00 p.m., excluding state-recognized holidays and non-working days. Collection and return is provided by the provider, with exceptions, only in the territory of the capital city of Prague.
7. In the case of shoe cleaning, the provider provides this service through the performance of a third party as follows:
  - a. Shoes – sneakers (PREMIUM):
    - Dry preliminary cleaning from dirt;
    - Washing laces and subsequent changing;
    - Complete exterior cleaning with premium shampoo;
    - Cleaning the sole with steam and detergent;
    - Internal cleaning with premium shampoo;
    - Internal steaming for odor and bacteria contamination;
    - Reinforcement of the sneaker to straighten the shape;
    - Disinfection and deodorization.
  - b. Shoes - formal (CLASS):
    - Dry preliminary cleaning from dirt;
    - Shoe waxing;
    - Color nourishment;
    - Hydration of the material;
    - Complete exterior cleaning with premium shampoo;
    - Cleaning the sole with steam and detergent;
    - Internal cleaning with premium shampoo;
    - Internal steaming for odor and bacteria contamination.

8. The Provider is entitled to reward clients for the use of the Service or, where appropriate, to encourage the use of the Service by existing or new clients with various promotional or business discounts from the Price (hereinafter referred to as the "**Discount**"). The discount is always applied by the provider only through a unique code communicated to the client by the provider or announced by the provider in another way (e.g. in the mass media) (hereinafter referred to as the "**Code**"). In order to apply the Discount, the client must enter the Code in the "discount coupon" field designated for entering the discount Code in the YOUR DATA section of the order form and at the same time click on the "APPLY" sign next to this field. The Provider points out that if the client does not click on the inscription "APPLY" after entering the Code in the relevant field, it is not possible to technically ensure that the code is accepted by the System, and therefore it cannot and will not be taken into account when processing the Order. If the client decides not to use the entered code, he must click on the "REMOVE" field, which will keep the code for further use and will not be used for the currently entered Order. Discounts cannot be combined. A client who is entitled to a loyalty discount is not entitled to apply any other discount. Loyalty discount means a discount granted by the provider to the client due to a significant number of Orders placed by a specific client. The discount cannot be used to purchase a Gift Voucher.
9. The Provider allows clients to purchase a Gift Voucher in the System. The Gift Voucher allows its holder to use the nominal value of the Gift Voucher in exchange for credits, while the Gift Voucher can only be used through the holder's user account (hereinafter referred to as the "**Gift Voucher**"). When using a Gift Voucher, i.e. entering the code sent by the provider into the relevant field in the user account interface in the System, credits will be credited to the user's "my credits" folder at the exchange rate of CZK 1 nominal value of the Gift Voucher for 1 credit. The nominal value of the Gift Voucher depends on the value chosen in the selections of Gift Vouchers available in the System.
10. A Gift Voucher can only be purchased through a completed form in the System intended for the purchase of a Gift Voucher. The form is filled in two parts, which are marked (i) VALUE AND MESSAGE, (ii) YOUR DATA. The individual parts of the form are separated by a banner with the inscription "CONTINUE", which must be clicked in order to move to the next stage of the form. The visitor's request to purchase a Gift Voucher is sent by clicking on the "CONFIRM ORDER" banner.
  - a. In the VALUE AND MESSAGE section, the visitor selects the value of the requested Gift Voucher in CZK from the selection. Furthermore, in this section, the visitor is allowed to enter his own dedication text in the relevant fields or to select one of the sample dedication texts offered by the System. The visitor can also order more pieces of a Gift Voucher of the selected value by using the "+" button, or remove pieces by using the "-" button.
  - b. In the YOUR DATA section, the visitor fills in personal data (e-mail address, first and last name, mobile phone number), agrees to the terms and conditions and confirms that he

has familiarized himself with the principles of personal data processing. Links to the Internet addresses where the terms and conditions of personal data processing are available for viewing are inserted directly into the description of the fields intended for agreeing to the terms and conditions and confirming familiarity with the terms and conditions of personal data processing. In this section, the visitor can also fill in the optional "NOTE" field. Furthermore, in the YOUR DATA section, the visitor has the option to use a discount coupon and also to provide information that he wants to subscribe to the provider's newsletter (containing articles, news and special offers).

11. The client is obliged to enter in the form intended for the purchase of the Gift Voucher all the required data, which must be true, so that they can be used to contact the client in connection with the purchase of the Gift Voucher. Optional fields of the form intended for the purchase of a Gift Voucher, i.e. fields whose non-filling, or not checking, does not affect the sending of the Gift Voucher purchase request, are the following fields:
  - a. field for "MESSAGE" in the VALUE AND MESSAGE section of the form;
  - b. field for "NOTE" in the YOUR DATA section of the form;
  - c. field for "DISCOUNT COUPON" in the YOUR DATA section of the form;
  - d. and a check box in case the client wants to complete the company data, and if the client checks this box, he will complete the required data in the relevant fields (company name, ID number, VAT number);
  - e. a check box in case the client wants to subscribe to the provider's newsletter with articles, news and special offers, which, in case of subscription, the provider subsequently sends to the e-mail address specified by the client.
12. The price for the Gift Voucher corresponds to the nominal value selected in the form intended for the purchase of the Gift Voucher and the selected number of pieces. This price can only be paid by online payment card, and in order to pay this price for the Gift Voucher, the visitor will be redirected by the system to the payment gateway after clicking on the banner with the inscription "ORDER", where the visitor follows the instructions of the payment gateway in order to pay this price. After successful payment in the payment gateway, the Gift Voucher will be immediately sent to the client by the provider.
13. The system through which the contract for the purchase of the Gift Voucher is concluded has its own internal control of the entered data. If the client enters other data than required, the System will not allow him to continue to send the request to purchase the Gift Voucher before he removes the defect that he will be alerted to by the System. Before sending a request to purchase a Gift Voucher via the System, the Client must agree to these GTC and provide confirmation that he has familiarized himself with the terms of personal data processing.
14. The buyer may withdraw from the contract for the purchase of a Gift Voucher within 14 days from the date of purchase of the voucher, but only if the Gift Voucher has not yet been used, by sending the contract withdrawal form, which is attached to these GTC. The Gift Voucher is

used the moment it is activated, i.e. the moment the Gift Voucher code is entered in the user account in the "my credits" section and the value of the Gift Voucher is credited to the client's credits on his user account.

## VI.

- e.1. Filing an Order or purchasing a Gift Voucher can be done with registration or through a user account or without any registration. Registration is done through the System.
- e.2. For the purposes of successful registration and establishment of a user account (hereinafter referred to as "**user account**"), the client is obliged to enter the following true data during the registration of his person:
  - a. Name and surname;
  - b. Electronic mail address (e-mail);
  - c. Mobile phone number;
  - d. Exact address and zip code;
  - e. Password that must be reconfirmed during registration.
- e.3. After successful registration, the client is sent a confirmation by e-mail with all the data needed to successfully log in to the user account.
- e.4. For the purposes of logging in, the client only enters the e-mail address and password used during registration into the user account. Identification via Facebook or Google services can also be assigned to the user account and these services can be used to log in to the user account.
- e.5. The client is obliged to maintain confidentiality regarding the information necessary to access his user account.
- e.6. The client is not authorized to allow third parties to use the user account.
- e.7. The provider may cancel the user account, especially if the client does not use his user account for more than 1 year, or if the client violates his obligations under the Contract (including these GTC).
- e.8. The client acknowledges that the user account and the System may not be available continuously, especially with regard to the necessary maintenance of the provider's hardware and software equipment, or necessary maintenance of hardware and software equipment of third parties.
- e.9. The system is fully compatible with the following software: Microsoft Edge, Mozilla Firefox, Opera, Safari.

- e.10. The client agrees to the use of remote means of communication when concluding the contract. The costs incurred by the client when using means of communication at a distance in connection with the conclusion of the contract (costs of Internet connection, costs of telephone calls) are paid by the client himself, and these costs do not differ from the basic rate.
- e.11. The client agrees to transfer all data contained in the user account environment to a new provider if the provider of the We Hate Ironing service changes, but only on the condition that this data will be used exclusively for the operation of the user account by the new provider and the provision of the Service.
- e.12. Through the user account, the client is enabled to use credits for the purchase of Services, as a virtual payment unit enabling the payment of the Total price for the Service, when the client pays the provider the appropriate number of credits instead of the Total price. One Credit corresponds to the amount of CZK 1, the validity of the credits is limited in time. Credits are not refundable, i.e. the client does not have the right to demand the conversion of credits into any currency and demand their payment. After paying the Total price for the Service through credits, the appropriate number of credits will be debited from the client's user account. Credit can be credited to the user account by the provider, according to the conditions set out in these GTC, or by the client by creating a user account and entering the number of the Gift Voucher issued by the provider after logging in to their user account (in the My Credits section). When paying in the form of credits, the part of the total price in the amount of CZK 1 will be paid by deducting a credit in the amount of 1 credit. If the amount of available credits on the user account does not correspond to the total amount of the Total price, the client is obliged to pay the difference in one of the options according to Article III, paragraph 8 letter a) – b) of these GTC. For the avoidance of any doubt, the client agrees that in case of using credits for the purchase of the Service, the price will be returned to him again in the form of crediting the corresponding credits to his user account. If the Contract is withdrawn for a reason agreed in these GTC, which is not the client's legal right at the same time, the price will be returned to the client in the form of credits; the provider is entitled to unilaterally decide that, in a specific case, he will return the price paid in Czech crowns to the customer. If a user account with any credits registered, i.e. unused credits, is cancelled, these credits expire and the client has no right to their refund.
- e.13. Credits are valid for 12 months, after 12 months unused credits are written off from the user account. The Discount cannot be used when using credits.

## **VII.**

- e.1. The protection of personal data of the client, who is a natural person, is provided by Act No. 101/2000 Coll., on the protection of personal data, as amended, and Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural



persons in connection with the processing of personal data and on the free movement of such data.

- e.2. The client agrees to the processing of his personal data in the scope of first and last name, residential address, identification number, tax identification number, e-mail address, telephone number (hereinafter referred to as "**personal data**").
- e.3. The client agrees to the processing of personal data by the provider, for the purposes of concluding and fulfilling the Contract and also for the purposes of managing the client's user account. If the client does not choose another option, he agrees to the processing of personal data by the provider also for the purposes of sending information and business messages to the client; this consent can be revoked at any time via the form that is part of the Information on the processing of personal data available on the website.
- e.4. Consent to the processing of personal data in its entirety according to this article is not a condition that would in itself make it impossible to conclude a contract.
- e.5. The client is obliged to enter his personal data correctly and truthfully and is obliged to inform the provider without undue delay of a change in his personal data.
- e.6. The provider may entrust the processing of the client's personal data to a third party as a processor. Apart from persons transporting the completed work, persons participating in the performance of the work, persons receiving the Items for the execution of the work, personal data will not be transferred by the provider to third parties without the prior consent of the client.
- e.7. Personal data will be processed for an indefinite period. Personal data will be processed in electronic form in an automated manner or in printed form in a non-automated manner.
- e.8. The client confirms that the personal data provided is correct and that he has been informed that this is a voluntary provision of personal data.
- e.9. In the event that the client believes that the provider or processor is processing his personal data, which is contrary to the protection of the private and personal life of the client or contrary to the law, especially if the personal data is inaccurate with regard to the purpose of their processing, may:
  - a. ask the provider or processor for an explanation,
  - b. demand that the provider or the processor remove the state thus created.
- e.10. If the client requests information about the processing of his personal data, the provider is obliged to provide him with this information. The provider has the right to request a reasonable payment not exceeding the costs necessary to provide the information for the provision of information according to the previous sentence.

- e.11. The client agrees to sending information related to the provider's services or business to the client's email address and further agrees to the provider sending commercial messages to the client's email address.
- e.12. The client agrees to the storage of data files improving the individuality of the web environment for the client, so-called cookies, on his computer to the extent and in the manner he has selected from the pop-up menu of the cookie bar. This consent can be revoked at any time, or it can be changed and modified by setting new preferences on the cookies bar, which is available on the website [www.wehateironing.cz](http://www.wehateironing.cz).
- e.13. Any communication from the provider to the client is delivered to the e-mail address specified in the System, if the provider does not use the communication via mobile phone.
- e.14. All calls made to +420 607 000 944 are recorded to protect the interests of the provider. Calls are kept until the client's request addressed to the provider through the mentioned line has been fulfilled and the client has confirmed the fulfillment in writing.
- e.15. More detailed information on the processing of personal data is provided in the Information on the processing of personal data, which is available on the website [www.wehateironing.cz](http://www.wehateironing.cz).

## **VIII.**

### **WAIVER, RIGHTS ARISING FROM DEFECTIVE PERFORMANCE**

- b.1. In accordance with § 1837 letter a) of the Civil Code, the client is not entitled to withdraw from the Contract if the works has already been completed (when all the provider's obligations have been fulfilled except for the Return), because as a result of agreeing to these GTC, the client has agreed that the provider will start providing the service according to the Contract immediately after the conclusion Contracts.
- b.2. Until the Provider has completed the work, i.e. fulfilled all his obligations under the Contract except for the Return, the client is entitled to withdraw from the Contract according to § 1834 of the Civil Code. If the client withdraws according to this provision, he is obliged to pay the provider a proportional part of the Price relating to the part of the work that has already been completed, i.e. Items that have already been cleaned. In the event that the proportional part of the Price determined in this way is lower than CZK 1,990, the client is also obliged to pay the Transport Price, the provisions of Article IV, paragraph 5 letter a. is used similarly in this case.
- b.3. In cases where the client is entitled to withdraw from the Contract in accordance with these GTC or the law, the client is obliged to inform the provider about his withdrawal from the Contract via a hyperlink sent to him with the confirmation of the Order or via the user account; in these cases, the provider will confirm delivery of the withdrawal to the client without undue delay. The client is also entitled to use the sample form for withdrawing from the Contract,

which is attached to these General Terms and Conditions. The client has the right to decide whether to use the sample form for withdrawing from the Contract or to use his own text. The sample form can be filled out directly in the System, which allows it to be sent immediately to the provider by clicking on the banner with the inscription "send". In such a case, the client will be immediately and automatically sent a confirmation of acceptance of the withdrawal. The client has the right to send the withdrawal by post to the provider's address or by e-mail to the provider's address listed at [www.wehateironing.cz](http://www.wehateironing.cz).

- b.4. If the work is not performed properly, the client has the right to a discount from the Price, to remove the defect in the work, or to withdraw from the contract. With regard to the nature of the work, the client has the right to claim responsibility for defects in the work without undue delay after he discovered them, or should have discovered them with due care. For the avoidance of doubt, the contracting parties agree that the time in which the client should discover the existence of any obvious defects in the work is upon Return. If the Work does not have obvious defects, the Client shall confirm the receipt of the Work to the Provider without reservations by signing on the Provider's device (e.g. mobile phone or tablet or other device capable of recording signing). No text will be listed on the provider's device. By signing the Provider's device, the Client confirms the acceptance of the work without any reservations.
- b.5. If the work is provided with defects, the client is entitled to complain about the defects of the work. For this purpose, the client is obliged to send a description of the defect and possibly a photo of the defect to the email address [hello@wehateironing.cz](mailto:hello@wehateironing.cz). If the claimed defect can be assessed from the client's description of the defect and, where applicable, from the submitted photographs, the provider will assess the defect on the basis of these documents. If this is not possible, the provider will request the presentation of the Item with a defective part for the purpose of assessing the defect in one of the provider's establishments. The same procedure is followed in the event that damage was caused to the Item by the execution of the work. If the client is not sure about the complaint procedure, he can contact the customer care line, where he will be provided with advice on how to make the complaint.

## **IX.**

- b.1. The Contract can be concluded in Czech and English.
- b.2. The provider is not bound by any code of conduct in relation to the client.
- b.3. Out-of-court handling of consumer complaints is ensured by the provider via the electronic address [hello@wehateironing.cz](mailto:hello@wehateironing.cz). The provider will send information about the processing of the client's complaint to the client in accordance with these GTC.
- b.4. The provider is authorized to provide its services on the basis of a trade license. The trade inspection is carried out by the relevant trade office within its jurisdiction. The Office for Personal Data Protection supervises the area of personal data protection. The Czech Trade

Inspection, to a defined extent, supervises, among other Items, compliance with Act No. 634/1992 Coll., on consumer protection, as amended.

- b.5. The client hereby assumes the risk of a change in circumstances within the meaning of § 1765 paragraph 2 of the Civil Code.
- b.6. In the event that the Contract is concluded with an international element, the contracting parties agree that their rights and obligations are governed by the legal system of the Czech Republic, excluding conflict of laws. This does not affect consumer rights arising from generally binding legal regulations.
- b.7. Out-of-court handling of consumer complaints is ensured by the provider via the electronic address [hello@wehateironing.cz](mailto:hello@wehateironing.cz). In the event that a consumer dispute arising from the contract arises between the provider and the client, which cannot be resolved by mutual Contract, the client can submit a proposal for an out-of-court settlement of such a dispute to the designated entity for the out-of-court settlement of consumer disputes, which is:  
the Czech Trade Inspection  
Central inspectorate - ADR department  
Štěpánská 44  
110 00 Prague 1  
Email: [adr@coi.cz](mailto:adr@coi.cz)  
Website: [adr.coi.cz](http://adr.coi.cz)  
while further details are available here: <https://www.coi.cz/informace-o-adr/>.

However, the client can also use the online dispute resolution platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

- b.8. If any provision of the terms and conditions is invalid or ineffective, or becomes so, the invalid provision will be replaced by a provision whose meaning is as close as possible to the invalid provision. The invalidity or ineffectiveness of one provision does not affect the validity of the other provisions. Changes to the contract or terms of business require written form.
- b.9. The Contract, including the terms and conditions, is archived by the provider in electronic form and is not accessible.
- b.10. Part of the business terms and conditions is a sample form for withdrawing from the Contract, which is attached to these GTC.
- b.11. The Contact details of the provider are listed on the website [www.wehateironing.cz](http://www.wehateironing.cz) and in Article I of these GTC.

**Appendices of GTC:**

Sample form for withdrawing from the Contract:

**Sample withdrawal form**

(fill in this form and send it back only if you want to withdraw from the contract)

**Notice of withdrawal from the contract**

We hate ironing s.r.o., with registered office at Želetavská 1525/1, 140 00, Prague 4 – Michle,  
ID number 075 75 696

I hereby inform you that I **withdraw from the contract** on maintenance of the item:

Concluded by order number: \*\*\*\*\*

Your first and last name:

Your address:

If you are sending the withdrawal in paper form, attach your signature: \_\_\_\_\_

\_\_\_\_\_  
CLIENT'S NAME AND SURNAME

**Sample form for withdrawing from the contract for the purchase of a Gift Voucher:**

**Sample withdrawal form**

(fill in this form and send it back only if you want to withdraw from the contract)

**Notice of withdrawal from the contract**

We hate ironing s.r.o., with registered office at Želetavská 1525/1, 140 00, Prague 4 – Michle,  
ID number 075 75 696

I hereby inform you that **I withdraw from the contract** on purchase of the Gift Voucher:

Concluded by order number: \*\*\*\*\*

Your first and last name:

Your address:

If you are sending the withdrawal in paper form, attach your signature: \_\_\_\_\_

\_\_\_\_\_  
CLIENT'S NAME AND SURNAME